

Select Board Meeting
Monday, January 31st, 2022,
Time change from 6:40 to 7:15 p.m.
Nowak Room, Town Offices
10 Front Street, Exeter NH 03833

Meeting in the Nowak Room at the Town Office Building. For virtual access, see instructions below.

Watch this meeting on Channel 22, or EXTV Facebook <https://www.facebook.com/ExeterTV>, or YouTube <https://www.youtube.com/c/ExeterTV98> .

To access the meeting via Zoom, click this link: <https://exeternh.zoom.us/j/89609272554>

To access the meeting via telephone, call +1 646 558 8656 and enter Webinar ID 896 0927 2554

Please join the meeting with your full name if you want to speak.

Use the “Raise Hand” button to alert the Chair you wish to speak. On the phone, press *9.

More access instruction found here: <https://www.exeternh.gov/townmanager/virtual-town-meetings>

Contact us at extvg@exeternh.gov or 603-418-6425 with any technical issues.

AGENDA

1. Call Meeting to Order
2. Non Public Session – RSA 91a 3 2a
3. Board Interviews
4. Public Comment
5. Proclamations/Recognitions
 - a. Proclamations/Recognitions
6. Approval of Minutes
 - a. Regular Meeting: January 18th, 2022
7. Appointments
8. Discussion/Action Items
 - a. Covid-19 Updates
 - b. William Rawson, PEA Principal re: PEA Opening
 - c. Deliberative Session – Kate Miller, Town Moderator
 - d. Economic Development Updates – Darren Winham, ED Director
 - e. ARPA Updates and Projects
 - f. HB307 Discussion
9. Regular Business
 - a. Tax Abatements, Veterans Credits & Exemptions
 - b. Permits & Approvals
 - c. Town Manager’s Report
 - d. Select Board Committee Reports
 - e. Correspondence

10. Review Board Calendar
11. Non-Public Session
12. Adjournment

Niko Papakonstantis, Chair
Select Board

Posted: 1/28/22 Town Office, Town Website

Persons may request an accommodation for a disabling condition in order to attend this meeting. It is asked that such requests be made with 72 hours notice.

AGENDA SUBJECT TO CHANGE

Proclamations/Recognitions

Minutes

Select Board Meeting and Public Hearing
Monday January 18, 2022
6:50 PM
Nowak Room, Town Offices
Draft Minutes

1. Call Meeting to Order

Members present: Julie Gilman, Molly Cowan, Lovey Roundtree Oliff, Niko Papakonstantis, Town Manager Russ Dean, and Assistant Town Manager Melissa Roy were present. The hearing was called to order by Mr. Papakonstantis at 6:50 PM.

2. Non Public Session

MOTION: Ms. Cowan moved to enter into non-public session under RSA 91-A:311(a). Ms. Gilman seconded. In a roll call vote, the motion passed 4-0 and the meeting entered non-public session at 6:51 PM.

The meeting reconvened at 7:07 PM.

3. Board Interviews

- a. There were no board interviews at this meeting.

4. Public Comment

- a. There was no public comment at this meeting.

5. Proclamations/Recognitions

- a. There were no proclamations/recognitions at this meeting.

6. Approval of Minutes

- a. Regular Meeting: January 3, 2022

MOTION: Ms. Oliff moved to approve the minutes of January 3, 2022 as presented. Ms. Gilman seconded. All were in favor.

7. Appointments

- a. There were no appointments at this meeting.

8. Discussion/Action Items

- a. COVID-19 Update

Fire Chief Eric Wilking said we're still seeing large additions to the Covid numbers. Exeter had 273 positive tests in the week ending last Friday. The total number townwide is 2,075. Friday's numbers were very low at 19 new cases. The FD assisted in giving 2,700 boosters at Exeter High School. We're still hearing a number of concerns about folks not wearing masks, and we're encouraging people to do so through education.

Ms. Gilman said according to an email from the Exeter Hospital, 132 staff members either had Covid or were quarantining. Chief Wilking said we're seeing employees in and out of quarantine at the Fire Department as well.

Ms. Oliff asked if the 273 positive cases included PEA students. Chief Wilking said it's not likely unless they're Exeter residents, but we can ask the State for clarification.

b. Energy Aggregation Committee Update

Cliff Sinott, Renay Allen, and Lew Hitzrot from the Energy Aggregation Committee gave an overview of the plan and discussed a memo describing updates to the plan since the last meeting. This plan allows municipalities to aggregate their energy demand to get lower costs for energy and expand access to renewable energy. The main updates were a clarification that if the town goes with the Community Power Coalition, we wouldn't go through a bidding process, and a clarification of the Select Board role in the amendment of the plan.

Ms. Gilman said the town has already been using a power broker for municipal buildings for many years, which has saved us money.

Renay Allen, the Chair of the Energy Committee, read the Energy Committee's endorsement of the plan.

c. Public Hearings: FY22 Bonds, FY22 Budget, & FY22 Warrant Articles

Mr. Papakonstantis read the notice of public hearing:

The Exeter Select Board hereby gives notice of a public hearing pursuant to RSA 33:8-a on the following projects requiring bonds and notes as part of the fiscal year 2022 town warrant: 1) 10 Hampton Road Property Purchase and Upgrade, \$1,250,000; 2) Westside Drive Design & Engineering, \$330,715; and 3) Webster Avenue Pump Station Rehabilitation and Force Main Replacement, \$5,700,000. The public hearing will be held on Tuesday, January 18th, 2022, commencing at 7:00 PM in the Exeter Town Offices, Nowak Room, 10 Front Street, Exeter NH. The public is encouraged to attend. Signed, the Exeter Select Board.

MOTION: Ms. Gilman moved to open the public hearing on the 2022 bonds. Ms. Cowan seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Bond Article 3 - Webster Avenue Pump Station Design and Construction:

To see if the Town will vote to raise and appropriate the sum of four million six hundred and sixty thousand dollars (\$4,660,000) for the purpose of design and construction of a new sewer pump station and force main on Webster Avenue, and to authorize the issuance of not more than \$4,660,000 of bonds or notes in accordance with the provisions of the Municipal Finance Act (RSA 33); and further to authorize the Select Board to issue and negotiate such bonds or notes and to determine the rate of interest thereon; and further to authorize the Select Board to apply for, obtain and accept federal, state or other aid, if any, including principal forgiveness, which may become available for this project. The Town will receive a \$1.04 million dollar federal grant to offset the cost of the project whose gross cost is estimated to be \$5,700,000. Bond payments would begin

approximately one year after issuance. Debt service to be paid from the sewer fund. 3/5 ballot vote is required for this approval.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

Mr. Dean said there is a change in the amount of the bond article, to \$5.7M instead of \$4.66M. He and Ms. Roy spoke with DES last week, and were informed that they are going to issue the town a 30% ARPA grant, making it \$1.395M, with additional principal forgiveness of \$325,500. With the \$1.04M Congressional Direct Spending - which should read \$1.05M - the total project cost to be funded locally would be \$2,959,000, which is good news.

MOTION: Ms. Oliff moved to recommend Article 3 as revised by the Town Manager reflecting the total cost of \$5.7M and a federal grant of \$1.05M. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 4 - 10 Hampton Road Purchase

To see if the town will vote to raise and appropriate the sum of one million two hundred fifty thousand dollars (\$1,250,000) for the purchase of land and buildings at 10 Hampton Road (aka the Qessential Building), including making minor renovations to the property, to be used by the Parks and Recreation Department as recreation space, public parking and main offices, and to authorize the issuance of not more than \$1,250,000 of bonds or notes in accordance with the provisions of the Municipal Finance Act (RSA 33); and further to authorize the Select Board to issue and negotiate such bonds or notes and to determine the rate of interest thereon; and further to authorize the Select Board to apply for, obtain and accept federal, state or other aid, if any, including principal forgiveness, which may become available for this project. Debt service will be paid from the general fund. (Estimated Tax Impact: assuming 10 year bond at .86% interest: .06/1000, \$6/100,000 of assessed property value.) Bond payments would begin approximately one year after issuance. 3/5 ballot vote required for approval.

Mr. Papakonstantis opened the hearing to public comment.

Don Clement of 3 Thelma Drive said he supports this purchase. He wonders if this article should say that any gain from the sale of the existing Recreation building can apply to this bond. Mr. Papakonstantis said he is reluctant to include it because we may not sell the building. If this article is passed, the Select Board has the responsibility to start to work on determining what it will be used for. Ms. Gilman said there was a bill that provides for any disposition of town-owned property needs to go through a review by the Conservation Commission, Historic District Commission (if necessary), Heritage Commission, and Planning Board. She thinks if we change the warrant article, it will be confusing. We shouldn't put forward ideas about selling in the article until we have a better assessment of how to proceed, such as through the Facilities Condition Assessment, which is also on the warrant. Ms. Cowan said if this passes and we decide to sell the building, we can have this discussion then. Mr. Dean said the Board has the authority to sell buildings and land after review by the Planning Board and Conservation

Commission, as Ms. Gilman described. If a sale were to be the outcome, it wouldn't need to be added to the warrant article in order to effectuate the sale. Ms. Gilman said there will be further opportunities for the public to speak on this.

MOTION: Ms. Gilman moved to recommend Article 4 as presented. Ms. Oliff seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 5 - Westside Drive Reconstruction/Engineering:

To see if the town will vote to raise and appropriate the sum of three hundred thirty thousand seven hundred and fifteen dollars (\$330,715) for the purpose of design and engineering of the water, sewer and drainage improvements in the Westside Drive area, and to authorize the issuance of not more than \$330,715 of bonds or notes in accordance with the provisions of the Municipal Finance Act (RSA 33); and further to authorize the Select Board to issue and negotiate such bonds or notes and to determine the rate of interest thereon; and further to authorize the Select Board to apply for, obtain and accept federal, state or other aid, if any, including principal forgiveness, which may become available for this project. Debt service will be paid from the general fund, water fund, and sewer fund. (Estimated Tax Impact: assuming 5 year bond at .5% interest: .006/1000, .63/100,000 of assessed property value). Bond payments would begin approximately one year after issuance. 3/5 ballot vote required for approval.

Mr. Papakonstantis opened the hearing to public comment.

Jim Breeling of 7 Nelson Drive, who spoke via Zoom, said Westside Drive appears to be very close to Little River, which feeds an aquifer downstream. Westside Drive was built too close to, if not beyond, the buffer zone of Little River. Has this project accounted for its proximity to the river and wetland? Mr. Dean said yes. Mr. Papakonstantis observed that DPW Director Jen Perry, who was also present, was saying yes as well.

Melissa Roy said we have had discussions with the State this week, and expect \$100,000, so the net would be about \$230,000. However, we need to put the entire amount on the warrant. Mr. Dean said we can amend the article to add that information at the end.

MOTION: Ms. Oliff moved to recommend Article 5 with the revision of adding the \$100,000 from the State at the end of the article. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

MOTION: Ms. Gilman moved to close the public bond hearing. Ms. Oliff seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read the notice of the public hearing for the Exeter 2022 Operating Budget:

The Exeter Select Board hereby gives notice of a public hearing on the Town of Exeter Fiscal Year 2022 operating budget and all financial and other warrant articles on Tuesday, January 18, 2022 at 7:00 PM, in the Nowak Room of the Exeter Town Offices. This hearing will be held pursuant to RSA 32:5 and RSA 40:13.

MOTION: Ms. Cowan moved to open the public hearing for the town of Exeter operating budget. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 7 - 2022 Operating Budget:

Shall the Town of Exeter raise and appropriate as an operating budget, not including appropriation by special warrant articles and other appropriations voted separately, the amounts set forth on the budget posted with the warrant or as amended by vote of the first session, for the purposes set forth therein, totaling \$20,462,242. Should this article be defeated, the default budget shall be \$20,084,542, which is the same as last year, with certain adjustments required by previous action of the Town of Exeter or by law, or the governing body may hold one special meeting, in accordance with RSA 40:13, X and XVI, to take up the issue of a revised operating budget only. (Estimated Tax Impact: .21/1,000 assessed property value, \$21/100,000 assessed property value.)

Mr. Dean said the budget process begins in August/September and continues through the town vote in March. The budget is vetted very thoroughly by the Budget Recommendations Committee. Deliberative Session will be Feb 5 at 9 AM at the High School, and town vote will be Tuesday March 8.

There are three separate warrant articles: General Fund (Article 7), Water Fund (Article 8), and Sewer Fund (Article 9). The warrant article for the operating budget is in a required format under RSA 40:13. Each has its own default budget should the article be voted down. CIP financial articles stand alone for separate vote. The warrant is required to be posted on Jan 31, 2022.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

Mr. Dean said we're recommending that \$75,240 be taken from ARPA funds in lieu of the operating budget, bringing that number down to \$20,387,002. This is a 2.49% increase after those adjustments are made. Without that change, it would be 2.79%. This would be primarily for the IT Department.

Mr. Papakonstantis asked what would be left from the half portion of the ARPA funds we've received already. Mr. Dean said \$718,990.

MOTION: Ms. Gilman moved to recommend Article 7 as revised, with an operating budget of \$20,387,002. Ms. Cowan seconded. All were in favor and the motion passed 4-0.

Mr. Dean said the default budget is \$20,084,542, or \$302,460 less than the revised FY22 request. The Water Fund default is \$4,161,433, or \$87,957 less than the FY22 request. The Sewer Fund default is \$7,298,636, or \$87,317 less than the FY22 request. These budgets are built from the prior year budget plus any obligations that need to be fulfilled, minus any one-time expenses. The requested budget is a 2.49% increase, while the default is a .97% increase. The operating budget tax impact is \$5.66/1,000, while the default is \$5.50/1,000. Overlay and Veterans' Credits add .21/1,000. This assumes 1% increase in net taxable valuation. The latest median assessment ratio is 79%.

Mr. Papakonstantis read Article 8 - 2022 Water Fund Budget

Shall the Town of Exeter raise and appropriate as a water operating budget, not including appropriation by special warrant articles and other appropriations voted separately, the amounts set forth on the budget posted with the warrant or as amended by vote of the first session, for the purposes set forth therein, totaling \$4,249,390. Should this article be defeated, the water default budget shall be \$4,161,433, which is the same as last year, with certain adjustments required by previous action of the Town of Exeter or by law.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

Mr. Dean said in the debt service budget, we're seeing a first year payment for the Salem Street project. We're issuing a groundwater/surfacewater assessment bond that we will be paying on in July.

MOTION: Ms. Oliff moved to recommend Article 8, the water fund budget as written. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 9 - 2022 Sewer Fund Budget:

Shall the Town of Exeter raise and appropriate as a sewer operating budget, not including appropriation by special warrant articles and other appropriations voted separately, the amounts set forth on the budget posted with the warrant or as amended by vote of the first session, for the purposes set forth therein, totaling \$7,385,953. Should this article be defeated, the default budget shall be \$7,298,636, which is the same as last year, with certain adjustments required by previous action of the Town of Exeter or by law.

Mr. Papakonstantis asked for public comment, but there was none.

Mr. Dean said there's an increase of \$198,713 in debt service from the lagoon sludge removal project and the Salem Street Utility project. There's a \$101,099 increase in sewer treatment costs.

MOTION: Ms. Cowan moved to recommend Article 9, the sewer fund budget as written. Ms. Oliff seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 10 - Police Collective Bargaining Agreement:

To see if the Town will vote to approve the cost items included in the four year collective bargaining agreement reached between the Select Board and the Exeter Police Association, which calls for the following increased salaries and benefits at the current staffing levels: In FY 22, estimated salary increase of \$38,749; in FY23, \$37,431; in FY24, \$55,513; in FY25, \$78,204. And further to raise and appropriate the sum of \$38,749 for the 2022 fiscal year, such sum representing the additional costs attributable to the increase in salaries and benefits over those of the appropriation at current staffing levels. (Estimated tax impact: .017/1,000, \$1.73/100,000 assessed property value.)

Mr. Papakonstantis asked for public comment, but there was none.

Mr. Dean said it was a successful collective bargaining process with the Police Union. This covers 22 Officers and 6 Dispatchers.

MOTION: Ms. Oliff moved to recommend Article 10, the Police Collective Bargaining Agreement, for \$38,749 as written. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 11 - Fire Collective Bargaining Agreement:

To see if the Town will vote to approve the cost items included in the three year collective bargaining agreement reached between the Select Board and the Exeter Firefighters Local 3491, which calls for the following increased salaries and benefits at the current staffing levels: in FY22, an estimated salary/benefits increase of \$54,408; in FY23, \$72,593; and in FY24, \$68,174; and further, to raise and appropriate the sum of \$54,408 for the 2022 fiscal year, such sum representing the additional costs attributable to the increase in salaries and benefits over those of the appropriation at current staffing levels. (Estimated tax impact: .024/1,000, \$2.43/100,000 assessed property value.)

Mr. Papakonstantis asked for public comment, but there was none.

MOTION: Ms. Oliff moved to recommend Article 11, the Fire Collective Bargaining Agreement, as written. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 12 - SEIU Collective Bargaining Agreement:

To see if the Town will vote to approve the cost items included in the three year collective bargaining agreement reached between the Select Board and the SEIU (Service Employees International Union) Local 1984 covering Public Works and Administrative/Clerical employees, which calls for the following increased salaries and benefits at the current staffing levels: in FY22, \$51,227; in FY23, \$35,437; in FY24, \$59,979; and further, to raise and appropriate the sum of \$51,227 for the 2022 fiscal year, such sum representing the additional costs attributable to the increase in salaries and benefits over those of the appropriation at current staffing levels. The amounts raised will be \$29,145 (General Fund), and \$22,082 (Water/Sewer Funds). (Estimated Tax Impact: .013/1,000, \$1.30/100,000 assessed property value.)

Mr. Papakonstantis asked for public comment, but there was none.

MOTION: Ms. Oliff moved to recommend Article 12, the SEIU Collective Bargaining Agreement, as written. Ms. Cowan seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 13 - Engine 5 Replacement:

To see if the Town will vote to authorize the Select Board to enter into a 10 year lease/purchase agreement for \$650,000 for the purpose of lease/purchasing a replacement for Engine 5 in the Fire Department, and to raise and appropriate the sum of \$82,355, which represents the first of 10 annual payments (a total of \$745,453) for this purpose. This lease/purchase will contain an escape (non-appropriation) clause. This sum to come from general taxation. (Estimated Tax Impact: .037/1,000, \$3.68/100,000 assessed property value.)

Mr. Papakonstantis opened the hearing to public comment, but there was none.

Mr. Dean said we used a 2.67% interest rate assumption for this figure.

MOTION: Ms. Oliff moved to recommend Article 13, the Engine 5 Replacement, as written. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 14 - Fire SCBA Packs Lease/Purchase:

To see if the Town will vote to authorize the Select Board to enter into a 7-year lease/purchase agreement for the purpose of lease/purchasing SCBA (Self-Contained Breathing Apparatus) equipment for the Exeter Fire Department, and to raise and appropriate the sum of \$59,064, which represents the first of 7 annual payments (a total of \$385,547) for this purpose. This lease agreement shall contain an escape clause. (Estimated Tax Impact: .026/1,000, \$2.64/100,000 assessed property value.) Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

Mr. Dean said this was a CIP item vetted by the BRC, as all of these items were.

This assumes a 2.67% interest rate.

MOTION: Ms. Cowan moved to recommend Article 14, Fire SCBA Packs Lease/Purchase, as written. Ms. Oliff seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 15 - Raynes Barn Improvements:

To see if the Town will raise and appropriate the sum of \$249,000 for the purpose of making improvements to the Raynes Barn located on Newfields Road. The appropriation of \$249,000 will be offset by an LCHIP grant (\$100,000) and a withdrawal from the Conservation Fund (\$49,000) with the balance of \$100,000 to be appropriated from Unassigned Fund Balance. (Estimated Tax Impact: None. No amount to be raised by taxation).

Mr. Papakonstantis opened the hearing to public comment.

Bill Campbell of 111 High Street said he's asking for the Board's support of this article. As stated in the article, the cost will be offset by \$100,000 from LCHIP and \$49,000 from the Conservation Fund, so we're only asking for \$100,000. The Conservation Commission has been working to preserve Raynes Barn for the public to enjoy and for educational programs. The Commission has already made many repairs, but to protect this significant historical resource, we need to make major repairs. He discussed the history of the barn as part of a cattle farm.

Ms. Gilman said the LCHIP grant was very competitive, and she's pleased that we got it. Mr. Papakonstantis thanked Natural Resources Planner Kristin Murphy and the Conservation Commission for their work.

MOTION: Ms. Gilman moved to recommend Article 15, Raynes Barn Improvements, as written. Ms. Cowan seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 16 - Police Body Worn Cameras:

To see if the Town will vote to authorize the Select Board to enter into a 5-year lease/purchase agreement for the purpose of lease/purchasing body cameras and associated equipment for the Exeter Police Department, and to raise and appropriate the sum of \$42,846, which represents the first of 5 annual payments (a total of \$204,139) for this purpose. This lease agreement shall contain an escape clause. (Estimated Tax Impact: .019/1,000, \$1.91/100,000 assessed property value.) Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

Mr. Dean said the \$204,139 represents the actual cost of \$248,139 minus a \$44,000 grant from the DOJ. Ms. Gilman said that is different from the way we handled

the Raynes Farm article. Mr. Dean said Raynes Farm was going to be contingent upon receiving those grants, but this one isn't. We can put a note about the grant in this article. Mr. Papakonstantis said adding it in would show voters we're going out and getting grants. Ms. Gilman said she still doesn't understand why this article is different. Mr. Dean said it was also a 2021 grant and it's a 2022 warrant article.

MOTION: Ms. Oliff moved to recommend Article 16, Police Body Worn Cameras, as written. Ms. Cowan seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 17 - Sewer Capacity Rehabilitation:

To see if the Town will raise and appropriate, through special warrant article, the sum of \$200,000, for the purpose of engineering services related to sewer capacity rehabilitation. This sum to come from sewer funds. Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

MOTION: Ms. Gilman moved to recommend Article 17, Sewer Capacity Rehabilitation, as written. Ms. Oliff seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 18 - Appropriate to Capital Reserve Fund - Parks Improvements:

To see if the town will vote to raise and appropriate the sum of \$100,000 to be added to the Parks Improvement Capital Reserve Fund previously established. This sum to come from unassigned fund balance. (Estimated Tax Impact: None. No amount to be raised by taxation). Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment.

Don Clement of 3 Thelma Drive asked how much unassigned fund balance did we have in 2021. Mr. Dean said we just closed FY21, so that hasn't been taken into account yet, but the number we're working with is \$4.9M; that represents the net of lowering the rate with \$800,000.

Mr. Papakonstantis said the original recommendation from the Department was \$50,000, because of the large bond article for the Hampton Road purchase, but the BRC felt comfortable maintaining the \$100,000 from last year.

MOTION: Ms. Gilman moved to recommend Article 18, Parks Improvement Fund, as written. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 19 - Highway Truck Replacement:

To see if the Town will raise and appropriate, through special warrant article, the sum of \$71,801, for the purpose of purchasing a replacement for Highway Truck #9, purchased in 2007. This replacement is for an existing 1 ton truck to a 1.5 ton "Switch and Go" Hook truck F-550. This vehicle is primarily used for light duty hauling, landscaping, asphalt work, drainage and catch basin maintenance. This sum to come from unassigned fund balance. (Estimated Tax Impact: None. No amount to be raised by taxation). Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

MOTION: Ms. Gilman moved to recommend Article 19, Highway Truck Replacement, as written. Ms. Cowan seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 20 - Replace DPW Hotbox Asphalt Reclaimer:
To see if the Town will raise and appropriate, through special warrant article, the sum of \$59,481 for the purpose of purchasing a replacement hotbox asphalt reclaimer for the Highway Department. This is the Department's primary equipment to fill potholes. The current hotbox was purchased in 2005. (Estimated Tax Impact: .027/1,000, \$2.65/100,000 assessed property value.) Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.
MOTION: Ms. Oliff moved to recommend Article 20, Replace DPW Hotbox Asphalt Reclaimer.
Ms. Cowan seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 21 - Intersection Improvements Plan Funding:
To see if the Town will vote to raise and appropriate, through special warrant article, the sum of \$50,000 for the purpose of conducting and creating an intersection improvement proposal with preliminary designs, to improve intersections and intersection areas, including Pine/Front/Linden Street, Front Street/Water Street, Clifford Street/Water Street, Winter Street/Columbus Avenue/Railroad Avenue, and others. This sum to come from general taxation. (Estimated Tax Impact: .022/1,000, \$2.23/100,000 assessed property value.) Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.
MOTION: Ms. Gilman moved to recommend Article 21, Intersection Improvements, as written.
Ms. Oliff seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 22 - Public Works Facility Garage:
To see if the Town will raise and appropriate, through special warrant article, the sum of \$50,000 for the purpose of design work on a new garage at the Public Works Complex on Newfields Road. This sum to come from general taxation \$25,000, water funds \$12,500, and sewer funds \$12,500. (Estimated Tax Impact: .011/1,000, \$1.12/100,000 assessed property value). Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment.

Kris Weeks, the Chair of the Facilities Advisory Committee, said we support this amount of money for the garage, but first we would like to see an operational study, similar to what we saw for Police and Fire, prior to proceeding with the design.

Mr. Dean said if we're going to do an operations study, we need to reword this article, because that's not what it's for. We've deliberated on what would be gained by an operations study would accomplish, and we're not clear on that. This is a very different project from the Public Safety Complex. It might be difficult to find consultants for this study.

Mr. Papakonstantis said last year, the BRC recommended this project but not at the \$100,000 initially recommended, and it was removed from the warrant. It seems like this project keeps getting pushed back year after year.

Jennifer Perry said initially we were talking about doing geotechnical evaluations of the adjoining site, and those are not inexpensive. We're looking for the next piece to

inform the town what that site may be able to provide us for a future facility. Any step forward is key.

MOTION: Ms. Gilman moved to recommend Article 22, Public Works Facility Garage, as written. Ms. Cowan seconded. Ms. Cowan, Ms. Gilman, and Mr. Papakonstantis voted aye, while Ms. Oliff voted nay. The motion passed 3-1.

Mr. Papakonstantis read Article 23 - Replace Car 3, Fire Department:

To see if the Town will raise and appropriate, through special warrant article, the sum of \$47,969 for the purpose of purchasing and equipping a replacement for Fire Department Car 3. This purchase would replace a 2010 Ford Expedition with an F250 Pickup. The vehicle will be used for incident command. This sum to come from unassigned fund balance. (Estimated Tax Impact: None. No amount to be raised by taxation.) Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

MOTION: Ms. Oliff moved to recommend Article 23, Replace Car 3 in the Fire Department, as written. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 24 - Facilities Condition Assessment:

To see if the Town will raise and appropriate, through special warrant article, the sum of \$45,000 for the purpose of hiring a consultant to conduct a facilities condition assessment (FCA) and set up a database for Town facilities. The assessment will include an accounting and evaluation of all Town buildings and their systems. The consultant will input the data from the assessment into a software system that will be used by the Town for facility maintenance and capital asset planning. This sum to come from general taxation. (Estimated Tax Impact: .020/1,000, \$2.01/100,000 assessed property value.) Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment.

Kris Weeks said the Facilities Advisory Committee is seeking the Board's support for this proposal. We've spent the better part of this past year with the DPW and BRC on the implementation and how it would transition to ownership to the DPW going forward. This is something the DPW is already doing with the Sewer Treatment Plant, so this would be an extension of that work.

MOTION: Ms. Cowan moved to recommend Article 24, Facilities Condition Assessment, as written. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 25 - Replace DPW Jeep Patriot 65 with Hybrid:

To see if the Town will raise and appropriate, through special warrant article, the sum of \$44,750 for the purpose of purchasing a replacement for Jeep Patriot #65 in the Public Works Department. This purchase would replace a 2013 Jeep Patriot with a Ford Explorer Hybrid Vehicle. (Estimated Tax Impact: .020/1,000, \$2.00/100,000 assessed property value.) Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

MOTION: Ms. Gilman moved to recommend Article 25, Replace DPW Jeep Patriot 65 with Hybrid, as written. Ms. Oliff seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 26 - Bike/Pedestrian Improvement Plan:

To see if the Town will raise and appropriate, through special warrant article, the sum of \$25,000 for the purpose of conducting a town wide bicycle/pedestrian plan as outlined in the Town Master Plan. This sum to come from general taxation. (Estimated Tax Impact: .011/1,000, \$1.12/100,000 assessed property value.) Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

MOTION: Ms. Cowan moved to recommend Article 26, Bike/Pedestrian Improvement Plan, as written. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 27 - Appropriate to Sick Leave Trust Fund

\$100,000:

To see if the town will vote to raise and appropriate the sum of \$100,000 to be added to the Sick Leave Expendable Trust Fund previously established. This sum to come from the unassigned fund balance. (Estimated Tax Impact: None. No amount to be raised by taxation.) Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

Mr. Dean said this is a customary article every year. When our employees retire, we pay them half of their sick leave back, and this fund is set up to fund that. The balance is \$47,385, after a distribution of \$53,704 in 2021. This is per our personnel policy and our union contracts.

MOTION: Ms. Cowan moved to recommend Article 27, Appropriate to Sick Leave Trust Fund \$100,000, as written. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 28 - Appropriate to Non-Capital Reserve Fund - Snow and Ice Deficit \$50,000:

To see if the Town will vote to raise and appropriate the sum of \$50,000 to be added to the Snow and Ice Deficit Non-Capital Reserve Fund previously established. This sum to come from the unassigned fund balance. (Estimated Tax Impact: None. No amount to be raised by taxation.) Majority vote is required.

Mr. Dean said this is also a customary article that's on the warrant every year.

This is to hedge against any deficits in the snow and ice budget, depending on the kind of winter we have. The current fund balance is \$103,175. The budget is \$315,000, but we've spent up to \$500,000 in past years.

MOTION: Ms. Gilman moved to recommend Article 28, Appropriate to Non-Capital Reserve Fund - Snow and Ice Deficit \$50,000, as written. Ms. Oliff seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 29 - Appropriate to Trust Fund - Swasey Parkway \$3,625

To see if the Town will vote to raise and appropriate the sum of \$3,625 to be added to the Swasey Parkway Trust Fund previously established. This sum to come from unassigned fund balance. This amount is equivalent to the amount of permit fees

collected during the prior year for use of the Swasey Parkway. (Estimated Tax Impact: None. No amount to be raised by taxation.) Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

Mr. Dean said this fund was established a few years back, it's an expendable Trust Fund and we have to appropriate into it every year. It takes the prior year permit fees raised for Parkway use and puts it into this fund for Swasey Parkway purposes.

MOTION: Ms. Gilman moved to recommend Article 29, Appropriate to Trust Fund - Swasey Parkway \$3,625, as written. Ms. Oliff seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 30 - Town Hall Revolving Fund and Funding, \$5,000:

To see if the Town will vote to establish a revolving fund pursuant to RSA 31:95-h, for the purpose of making capital improvements to, equipping and maintaining the Town Hall building. All revenues received from the rental of space in the Town Hall will be deposited into the fund, and the money in the fund shall be allowed to accumulate year to year, and shall not be considered part of the Town's general fund balance. The Town Treasurer shall have custody of all moneys in the fund, and shall pay out the same only upon order of the governing body, and no further approval is required by the legislative body to expend. Such funds may be expended only for the purpose for which the fund was created. Further to raise and appropriate the sum of \$5,000 to be placed in the revolving fund as an initial balance. This sum to come from the unassigned fund balance. (Estimated Tax Impact: None. No amount to be raised by taxation.) Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment.

Don Clement of 3 Thelma Drive asked if a revolving fund can accept donations. Mr. Dean said yes.

Anne Surman of 14 Cullen Way asked how that fund squares with the town maintenance fund. Would the Town Hall be exempt from that line item? Mr. Dean said we intend to keep building maintenance in a general fund for now and if this were to pass, we could take another look at that. A revolving fund can't be run at a deficit, so it would require a good revenue stream from usage.

Ms. Gilman said this is a good idea, given that we're looking at a Facilities Condition Assessment which will prioritize what we do there.

MOTION: Ms. Cowan moved to recommend Article 30, Town Hall Revolving Fund and Funding, \$5,000, as written. Ms. Gilman seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 31 - Arts & Culture Commission - Agents to Expend:

To see if the Town will appoint the Arts and Culture Commission as agents to expend from the Exeter Arts Program Donation Trust Fund created by vote of the 2009 Town Meeting in place of the Exeter Arts Committee which no longer exists. Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

Ms. Oliff asked if there was a balance in this fund, and Mr. Dean said he'd have to check with finance. Any town fund is subject to our auditors, who would review it during their yearly audit.

Mr. Papakonstantis asked if a town staffer could be assigned as a liaison to the Arts & Culture Commission, perhaps Greg Bisson of Parks and Rec. Mr. Dean said he'd have to speak with Mr. Bisson about it.

MOTION: Ms. Oliff moved to recommend Article 31, Arts & Culture Commission - Agents to Expend, as written. Ms. Cowan seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 32 - Community Power Aggregation:

To see if the Town will vote to adopt the Exeter Electric Aggregation Plan (voted upon by the Exeter Community Power Aggregation Committee on 12/29/21) which authorizes the Select Board to implement a Community Power Aggregation program as described therein. Community Power Aggregation programs, pursuant to State statute RSA 53-E, allow municipalities to purchase electric energy supply on behalf of their residents and businesses with the goals of allowing for more local control of energy sources, lowering relative costs, expanding access to renewable energy sources, and supporting the development of innovative energy projects. Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment, but there was none.

Ms. Gilman said she's looking forward to this being approved. It's a win-win for everyone.

MOTION: Ms. Gilman moved to recommend Article 32, Community Power Aggregation, as written. Ms. Oliff seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 33 - Swasey Parkway:

To see if the Town will vote to close and discontinue Swasey Parkway as a public roadway from Water Street to the Pavilion, while still allowing traffic to enter from Newfields Road to park and turn around. This action, if approved by the voters, will be conditioned on the following: a) Retaining the paved surface in the discontinued portion for the use of pedestrians, non-motorized vehicles, maintenance vehicles, and emergency vehicles. b) The northerly portion of the roadway shall remain a Class V highway. c) The Town obtaining approval from both the Rockingham County Probate Court and NH Division of Charitable Trusts. Majority vote is required.

Mr. Papakonstantis opened the hearing to public comment.

Don Clement of 3 Thelma Drive said the article says "discontinuing" part of Swasey Parkway. We did that 8 or 9 years ago when we closed Gilman Lane. What is the advantage of "discontinuing" the road vs prohibiting motorized vehicles? Can you discontinue part of a road according to State law? Mr. Papakonstantis said Town Counsel has always used the term "discontinue," and Counsel was present when this article was written.

Anne Surman of 14 Cullen Way said condition c) should be the preamble to the whole article. What kind of supporting documentation will the Board have, at Deliberative Session or elsewhere, to explain this to people? As she's discussed previously, if we had the answer to c) to begin with it would be more palatable.

Ms. Gilman said the beginning of the article could state "*Subject to the town obtaining approval from both the Rockingham County Probate Court and NH Division of Charitable Trusts...*"

Ms. Cowan said we have talked to Charitable Trust, who has said they're not going to stand in the way of town approval.

Mr. Dean said this is not a financial article, so it's optional for the Board to make a recommendation on this article.

MOTION: Ms. Cowan moved to recommend Article 33, Swasey Parkway, as amended by Selectwoman Gilman. Ms. Gilman seconded. Mr. Papakonstantis said we heard from a lot of folks: those that want the roadway closed entirely, those that want it open one-way as it is now, and those that would rather have two-way traffic. All the arguments are compelling. At this point, it's up to the voters. A generous citizen in our town, Renay Allen, has offered to donate a pocket park, but has been waiting to see what will happen at Swasey Parkway. This vote will allow this positive donation to move forward. All were in favor and the motion passed 4-0.

Mr. Papakonstantis read Article 34 - Citizen's Petition - by the Petition of Andrew Elliott and others - Washington Street Improvements:

Shall the town vote: to see if the Town will vote to raise and appropriate the sum of \$260,000 for the design and construction of road improvements (sidewalks, tree work, and traffic calming) on Washington Street. This sum to come from General taxation (Estimated Tax Impact: .046/1,000, \$4.55/100,000 assessed property value. Could the funds also come from "town's unassigned fund" or "in bonds or notes in accordance with the provision of the Municipal Finance Act (RSA 33).

Mr. Dean said he had a discussion about this with the Town Moderator, who was going to reach out to Mr. Elliott about some of the issues with the article.

Mr. Papakonstantis opened the hearing to public comment.

Anne Surman of 14 Cullen Way asked if there's a percentage vote for it to be binding, since there's money attached. Mr. Dean said it's a majority vote to pass, and since it does say "to raise and appropriate \$260,000," that's what would happen. The Board has to make a recommendation on this because it's a financial article.

Ms. Cowan said she's nervous about this. She can appreciate the sentiment behind the petition, but we have a process, and we would be setting a precedent if this passed. We have other pressing needs to assess. Mr. Papakonstantis said he appreciates Mr. Elliott's work on this, but the DPW does do a good job with this process. Ms. Cowan said regardless of our recommendation, it will go on the warrant and the voters will have a say.

MOTION: Ms. Gilman moved to recommend Article 34 as written. Mr. Papakonstantis seconded. All were opposed and the motion failed 0-4.

MOTION: Ms. Cowan moved to close the public budget hearing. Ms. Oliff seconded. All were in favor and the motion passed 4-0.

9. Regular Business

a. Tax Abatements, Veterans Credits and Exemptions

MOTION: Ms. Gilman moved to approve a Veteran's Credit in the amount of \$500 for 21/22, 19/16/106, 68/6/548/, and 80/6/12. Ms. Cowan seconded. All were in favor and the motion passed 4-0.

MOTION: Ms. Gilman moved to approve a Veteran's Credit in the amount of \$1,000 for 47/8/204. Mr. Papakonstantis seconded. All were in favor and the motion passed 4-0.

MOTION: Ms. Gilman moved to approve a Veteran's Credit with Disability for 47/8/204 in the amount of \$2,000. Mr. Papakonstantis seconded. All were in favor and the motion passed 4-0.

MOTION: Ms. Gilman moved to approve a Veteran's Credit with Disability for 80/6/12 in the amount of \$2,000. Ms. Cowan seconded. All were in favor and the motion passed 4-0.

MOTION: Ms. Gilman moved to approve a tax abatement for 47/1/3 and 47/1/4 in the amount of \$2,004.84 for the year 2021. Ms. Cowan seconded. All were in favor and the motion passed 4-0.

MOTION: Ms. Gilman moved to approve a land use change tax for 70/12/1 in the amount of \$25,000 for the year 2022. Ms. Cowan seconded. All were in favor and the motion passed 4-0.

Mr. Papakonstantis said there are two requests to waive owed taxes by the Exeter River Cooperative. Both of these trailers are over 50 years old, not up to code, and present health hazards. They would be demolished at the park's expense to bring in newer trailers, which would then be sold to a tax-paying member of the town.

MOTION (rescinded) Ms. Gilman moved to request a tax waiver for 95/64/175 in the amount of \$7,243.85. Mr. Papakonstantis seconded. All were in favor and the motion passed 4-0.

Mr. Dean said this motion allows the Coop to remove the unit without first paying taxes on it, pursuant to RSA 80:2-a. As a condition of that waiver, they will move the mobile home without further obligation from the town.

MOTION: Ms. Gilman moved to reconsider the tax waiver for 95/64/175 so that another motion may be made. Mr. Papakonstantis seconded. All were in favor and the motion passed 4-0.

MOTION: Ms. Gilman moved to request a tax waiver for 95/64/175 in the amount of \$7,243.85 pursuant to RSA 80:2-a, and to authorize the Town Manager to sign a statement regarding the same. Mr. Papakonstantis seconded. All were in favor and the motion passed 4-0.

MOTION: Ms. Gilman moved to request a tax waiver for 95/64/68 pursuant to RSA 80:2-a in the amount of \$1,509.60. Mr. Papakonstantis seconded. All were in favor and the motion passed 4-0.

- b. Permits & Approvals
 - i. There were no permits or approvals considered at this meeting.
- c. Town Manager's Report
 - i. Friday morning, there's a meeting led by Kate Miller at the EHS Auditorium to discuss Deliberative Session. Attorney Miller is also invited to the Jan 31st meeting to discuss the setup of Deliberative Session. The plan is to have a smaller gym in use for unmasked people, and an outdoor venue as well. Mr. Papakonstantis asked how there can be people unmasked in an SAU-16 building. Mr. Dean said there's a right to participate in the process if you're a legal voter.
- d. Select Board Committee Reports
 - i. Ms. Gilman said she had two site walks: a building off of 1 Gilman Lane that the Academy wants to demolish to build new faculty housing, and the partial demolition of the roof of the Baptist Church on Front Street.
 - ii. Ms. Cowan had a Planning Board meeting, where we unanimously recommended the zoning amendment put forward by the Word Barn.
 - iii. Ms. Oliff had a Housing Committee meeting, where we discussed postponing a conference. We also talked about the Word Barn's approval for classification as a bed & breakfast and how that may affect affordable workforce housing.
 - iv. Mr. Papakonstantis said the Sustainability Committee postponed their meeting.
- e. Correspondence
 - i. A memo from NHMA about important dates for budget season, Deliberative Session, and voting.

10. Review Board Calendar

- a. The next meetings are Jan 31, Feb 7, and Tues Feb 22.

11. Non-Public Session

- a. There was no non-public session at this time.

12. Adjournment

MOTION: Ms. Gilman moved to adjourn. Ms. Cowan seconded. All were in favor and the meeting adjourned at 9:52 PM.

Respectfully Submitted,
Joanna Bartell
Recording Secretary

Appointments

Discussion /Action Items

Covid-19 Updates

William Rawson, PEA Principal, re: PEA Opening

Deliberative Session – Kate Miller, Town Moderator

Economic Development Updates – Darren Winham

ARPA Updates and Projects

TOWN OF EXETER ARPA FUNDS

Project Name	Department	Lost Public Sector Revenue	Responding to Public Health & Economic Impacts of COVID-19	Premium Pay	Water/ Sewer Infrastructure & Broadband Infrastructure	Date Approved by Select Board
1. Winter Street BMP	DPW	\$42,586	/	/	/	/
2. Great Bay Total Nitrogen General Permit	DPW	/	/	/	\$99,600	/
3. Pick Pocket Dam	DPW	\$185,000	/	/	/	/
4. Squamscott Sewer Siphons	DPW	\$458,750	/	/	/	/
5. Town Server Equipment & Support Purchase	IT	\$52,800	/	/	/	/
6. Aristotle Insight	IT	\$14,200	/	/	/	/
7. ASCAP	IT	\$390	/	/	/	/
8. Backup DNS server	IT	\$1,500	/	/	/	/
9. PC replacement	IT	\$8,350	/	/	/	/
10. Town Hall HVAC	DPW/Maintenance	\$120,000				
12. Sewer Siphons (Back up in case No CDS Funds)	DPW	\$600,000				
13.						
	Sub Total	\$1,481,576	\$0	\$0	\$99,600	
Total Allocated for Exeter	\$1,600,000					
Requests To Select Board	\$1,581,176					
Remaining ARPA Funds	\$18,824					

No.	PROJECT NAME	GRAND TOTAL PROJECT COST	Already Spend To-Date	Congressionally Directed Spending ³	CWSRF Amount 11/1/2021 UPDATE ^{2,6}	2021 Estimated Principal Forgiveness (10%)	STATE ARPA Grant %	STATE ARPA Grant \$	Total State ARPA Grant, SRF PF & CDS \$'s	2019 Exeter Warrant \$	FY22 COST Minus other funding Sources	TOWN OF EXETER ARPA FUNDS (out of \$1.6 Million)	TOWN WARRANT 3/2022
<i>NHDES Wastewater Infrastructure List of CWSRF Loan and ARPA Grant Offering (Group 1)- 2021</i>													
31 (of 55)	Squamscott River Sewer Siphon Upgrades	\$2,600,000	\$422,250	\$600,000	\$1,200,000	\$42,000	30%	\$180,000	\$780,000	\$939,000	\$881,000	\$458,750	\$0
<i>NHDES Wastewater Infrastructure List of CWSRF Loan and ARPA Grant Offering (Group 1)- 2021</i>													
32 (of 55)	Webster Ave. Pump Station Rehabilitation	\$5,700,000		\$1,050,000	\$5,700,000	\$325,500	30%	\$1,395,000	\$2,770,500	n/a	\$2,929,500	\$0	\$5,700,000
<i>NHDES Stormwater Infrastructure List of CWSRF Loan and ARPA Grant Offering - 2021</i>													
5 (of 10)	Westside Dr Area Utility Improvement - Design/Planning*	\$330,715						\$100,000	\$100,000		\$230,715	\$0	\$330,715
<i>NHDES ARPA Stormwater Planning Grant Offerings 2021</i>													
n/a (of 10)	Pickpocket Dam Reconstruction/Removal Feasibility	\$325,000						\$100,000	\$40,000	\$140,000	\$185,000	\$185,000	\$0
		SUBTOTAL PROJECT COSTS		Federal Congressional Directed Spending		State Principal Forgiveness		State ARPA Grant	Coastal Resiliency Grant	SUBTOTAL ALTERNATIVE FUNDING		TOWN OF EXETER ARPA FUNDS (out of \$1.6 Million)	TOWN WARRANT 3/2022
		\$8,955,715		\$1,650,000		\$325,500		\$1,775,000	\$40,000	\$3,790,500		\$643,750	\$6,030,715
42% Total Project Costs paid from alternative funding													

* The Town would pull the Westside Drive Project from Design and Infrastructure and it would become a planning grant instead. The Town would submit the pre-app in June 2022 for the project again.

HB307 Discussion

Gunfire on Town Property

One of the last remaining aggressively anti-local government bills is **HB 307**, which is scheduled for a hearing on **Monday, May 10 at 1:30 p.m.**, in the Senate Judiciary Committee. It is crucial that local officials oppose this bill.

The most important thing to know about **HB 307** is that, while it calls itself “the New Hampshire Second Amendment state preemption act,” it has nothing to do with the Second Amendment. It is all about preventing municipalities from controlling their own property.

Current law, RSA 159:26, completely preempts municipal regulation of the sale, ownership, possession, or transportation of firearms. Cities and towns have absolutely no authority over these matters, nor may they require licensing or permitting of firearms. They may not prohibit or limit the carrying of a firearm on public property. Nor may they regulate the use of firearms on private property. Thus, although **HB 307** supporters claim the bill is necessary to protect gun owners’ rights, it is not. Those rights are already as safe from municipal regulation as they can possibly be.

The one thing municipalities may do under current law is to control what happens on their own property—just like any other property owner. RSA 41:11-a gives the governing body “authority to manage all real property owned by the town and to regulate its use, unless such management and regulation is delegated to other public officers by vote of the town.” This includes authority to regulate the discharge (but not the possession) of firearms on town-owned property.

HB 307 would change that. It states, in relevant part:

No public entity shall, and no private entity leasing or operating in any manner on any property owned . . . by the state [or] a political subdivision . . . shall regulate or attempt to regulate the sale, use, or possession of firearms . . . on any property owned . . . by the state [or a] political subdivision . . . unless explicitly authorized by statute.

Thus, a city or town could no longer prohibit, or regulate in any way, the discharge of firearms on its own property. It could not, for example, post its land against hunting or other uses of guns under RSA 635:4.

There is another statute, RSA 644:13, that would still provide some limits. That statute prohibits the discharge of a firearm “within the compact part of a town or city.” The statute’s definition of “compact part” arguably includes the area around town-owned buildings—although even that is unclear—and includes “any park, playground, or other outdoor public gathering place designated by the legislative body.” But it clearly does not include the following areas, which are not “public gathering places,” and **HB 307** would not allow a municipality to prohibit shooting on these properties:

- A town cemetery;
- A town forest;
- A closed municipal landfill;
- Protected land around a municipal water source;
- Land held by the town for conservation purposes;

- Any other undeveloped town-owned land, including land taken by tax deed;
- A municipal parking lot more than 300 feet from the nearest commercial building (a separate state law, RSA 207:3-a, prohibiting hunting within 300 feet of a residential building does not apply to shooting for non-hunting purposes).

No doubt there are many other examples.

Further, the prohibition in **HB 307** applies to anyone “leasing or operating in any manner” on municipal property. Thus, if a town owns an agricultural field and leases it to a local farmer—an arrangement that exists in at least a few New Hampshire towns—the farmer could not post “No Hunting” signs on the land or restrict gunfire in any other way. (This would also apply to state-owned fields—see the following paragraph—that are leased to private individuals or businesses.)

Oddly, the bill as written even prohibits the state and counties from regulating the use of firearms on their own properties. We will not even try to imagine all the kinds of state-owned and county-owned properties where unlimited gunfire would now be permitted.

A town’s inability to regulate shooting on municipal property raises an obvious public safety concern, but that may not even be the biggest problem. At least a few towns have dealt with unauthorized shooting ranges on town property, and shooting ranges create a huge problem of lead contamination.

If lead on town-owned land gets into the groundwater, the town could face significant clean-up costs and other liabilities. The state should not prohibit towns from protecting their own properties against environmental contamination.

Finally, the bill also prohibits municipalities from regulating the use of “firearms accessories” on municipal property. These would include items like Tannerite, the reactive rifle target that produces an explosion, such as the recent one in Kingston that rocked several neighboring towns and was heard as far away as Massachusetts.

HB 307 is a dangerous bill that would seriously damage one of the most basic powers of a town or city—the power to control its own property. It does absolutely nothing to enhance Second Amendment rights; it merely requires local officials and residents to give up their rights to control local property. *Please sign in opposition to HB 307 using the Senate remote sign-in sheet, contact members of the Judiciary Committee, and let us know if you have any questions.*



GOVERNMENT + ELECTIONS

Senate passes bill blocking local firearms restrictions

BY: **ETHAN DEWITT** - JANUARY 7, 2022 1:35 PM



The Senate passed HB 307, 14-10. (Ethan Miller | Getty Images)

The New Hampshire Senate passed a bill Wednesday that would preempt town and city officials from approving certain firearms regulations or restrictions – and would allow citizens and the governor to help enforce the law.

In a 14-10 vote, the Senate passed House Bill 307, which would nullify all local laws that attempt to regulate the “purchase, sale, transfer, taxation, manufacture, repair, modification, ownership, possession, storage, and transportation” of firearms – unless the local entity has express authority to do so from the Legislature.

Democrats speaking on the Senate floor decried the bill’s enforcement mechanisms, which include the ability for a resident to sue a violating town for \$10,000 in damages, and which empower the governor to remove a local official from office.

“It retains extreme punitive elements to our preemption law ... to intimidate and punish local communities and school districts that establish or enforce common-sense firearms and knife regulations,” said Sen. Becky Whitley, a Hopkinton Democrat.

Republicans say the bill will force towns to take the limits of their authority seriously.

“The right to bear arms is constitutionally protected in our country,” said Sen. Bill Gannon, a Sandown Republican. “And we cannot allow the degradation of this right unlawfully by anyone, let alone our local governments.”

Debate over the bill strikes at the heart of the limits of local control and the extent of Second Amendment rights. Below is the Bulletin’s earlier article on this bill.

The following, also written by Ethan DeWitt, was originally posted on Dec. 22.

Bill would prohibit local gun restriction; Officials would face lawsuits, fines, and removal from office

In Londonderry’s Musquash Conservation Area, shooters and hikers coexisted peacefully for years. Then in 2014, came the turning point.

Residents appeared before the town council to voice concerns over gun owners in the space, a 1,000-acre wooded expanse dotted with ponds and walking trails. Hunting on the land was one thing, residents argued, but some visitors were using the woods for year-round target practice.

The concerns multiplied. Town councilors convened a study task force. Eight months later, the council found a solution: Councilors voted in 2015 to restrict the use of firearms to hunters with licenses from the state Fish and Game Department, and only during turkey and deer season.

“There was quite a hubbub,” said Assistant Town Manager Lisa Drabik. “You know, when a couple people start complaining at a town council meeting, and then more people find out about it. Like: ‘Oh yeah, that makes me nervous too. I won’t go in there anymore because of it.’”

The ordinance has stayed on the town books. But to some Second Amendment advocates, it should never have been passed in the first place. And next year, lawmakers are weighing a tool

that could empower residents to dismantle it.

A bill moving to the Senate floor in early January would explicitly bar towns and cities from enacting firearms regulations on municipal-owned property, and would allow residents to sue the town to force officials to remove the ordinances. Residents who sue could get \$10,000 in court settlements. Town officials who lose a lawsuit could be forcibly removed by the governor.

The bill, House Bill 307, has pitted firearms rights groups – from the National Rifle Association to Gun Owners of America – against town officials and gun safety advocates. And it has reignited debates over how far “local control” should extend in the state.

HB 307 calls for “uniform firearms laws in the state” by requiring towns to immediately remove any local ordinances or regulations on firearms. But the mechanism to do so is unusual.

Under the bill, if a person believes a town has passed a firearm regulation in violation, that person may write a letter to the town saying so. Once receiving the letter, the town would have 90 days to remove the regulation using its local legislative process, without a chance to object.

If after 90 days, the town has not removed the regulation, the person is allowed to take the matter to Superior Court, where the bill will give the person automatic standing. The court could issue a fine to the town ranging from \$500 to \$5,000, depending on whether the violation was “inadvertent” or was committed “purposefully,” “knowingly,” “recklessly,” or “as the result of gross negligence.”

If the person suing the town is a resident, the court shall award them \$10,000 in liquidated damages, in addition to their attorney’s fees.

And if a court finds that an official has violated the new law, its ruling could allow the governor to forcibly remove the official from office, under the legislation.

The bill – which passed the House 191-162, received a 3-2, party-line recommendation to pass in the Senate Judiciary Committee, and is on its way to a vote on the Senate floor – would introduce a new, punitive system of judicial review in the state.

To town officials and gun safety advocates, it’s a disproportionate intrusion into local affairs, and one they’re trying to stop before it reaches Gov. Chris Sununu’s desk. “It could have a chilling effect, I think,” said Drabik. “On how our local elected officials may act, what (items) staff might recommend.”

But to the bill’s sponsor, Rep. Norman Silber, the financial punishment is the point of the bill. Towns should already not be passing firearms regulations according to state statute, Silber argues; HB 307 is there to ensure that any that have done so reverse course.

“There was concern by myself and others in what I commonly referred to as the Second Amendment community – people who are ardent supporters of the Second Amendment to

the U.S. Constitution – that we needed to do something to strengthen the existing preemption law,” said Silber, a Gilford Republican.

Drawing the line

Silber and other firearms rights advocates say the heart of the issue is simple: New Hampshire is not a “home rule” state. Towns may only pass policies they are expressly empowered in state statute to pass. If the Legislature has not explicitly delegated the power, or is silent, towns may not proceed.

New Hampshire already has a law preventing most local firearms regulation. RSA 159:26 stipulates that only the state has authority over firearms laws related to use, possession, sale, taxation, transportation, and other areas.

Towns that have imposed firearms restrictions around parks and watersheds, have been ignoring that law, Silber said.

“The local authorities really are serving as a legislative branch when they enact these things. And so they’re just basically ignoring the basic legislative function of the General Court,” he said, referring to the Legislature.

The existing restrictions on towns outlined in RSA 159:26 don’t mean gun owners have carte blanche to do anything. RSA 644:13 prohibits discharges of firearms “within the compact part of a town or city,” a designation that covers parks, playgrounds, buildings, school buildings, outdoor public gathering places, and dense neighborhoods. People who use firearms inappropriately or recklessly can still face criminal charges. And towns can regulate businesses that sell firearms and knives using zoning laws – provided they use the same rules for all businesses.

Modeled after similar law in Florida, HB 307 is simply meant to enforce RSA 159:26, Silber said, and protect residents who are being affected by the regulations.

“If the local ordinances contravene state law, you’ve got to hire a lawyer, and you’ve got to defend yourself,” he said. And even at the end of the day if you successfully get the charges against yourself thrown out, then the law is still on the books, and you have to eat your attorneys fees.”

Volunteers, not experts

Cordell Johnston, the government affairs counsel at the New Hampshire Municipal Association, sees the law in a darker light. To Johnston, the bill would close off the one area in which he says towns do have the authority to regulate firearms: their own property.

But the disciplinary measures and fines against town officials pose an even bigger problem, Johnston argued.

“Town selectmen are volunteers,” he said. “...With rare exceptions, they’re not legal experts. They’re not lawyers. And they’re not intimately familiar with the limits of town authority.

And so towns inadvertently pass ordinances all the time that may not be within their authority.”

A town might pass a rent-control policy it's not authorized to, or a speed limit that isn't allowed. In cases where the policy is not legal, a resident may take the matter to court and strike the ordinance down, Johnston noted.

HB 307's proposed addition of financial damages and professional repercussions against towns and their elected leaders, including removal from office by the governor, is unconstitutional, Johnston argues.

“It's intended to be hostile to local government,” he said.

Johnston argued applying a punitive approach to local firearms regulations is a slippery slope that could lead to legislation imposing other limitations on towns' authority.

“What's the next thing?” Johnston said. “If they impose a speed limit where they're not allowed to, are they going to be fined for that?”

“An issue of local control”

Across the state, officials and lawmakers have pointed to a number of local regulations that could be upended by the bill.

In Portsmouth, the city has barred firearms in public parks. The University System of New Hampshire has similar regulations among its colleges and universities dictating firearms use.

And in Londonderry, officials like Drabik argue the law would undermine the democratically passed policy to limit shooting in the Musquash Conservation Area.

“We view this as really an issue of local control,” she said. “We understand as a town that the regulation of firearms, in terms of sales and permitting and all that – that's not within our purview. This, again, is just us having local control to do what's best for our community on municipal property.”

Johnston and other opponents have raised other concerns about the effect of the legislation on town watersheds. Bullet casings left behind by visitors using firearms can leach lead into the watershed, which can have health effects down the road, Johnston said.

The new law could threaten current bans on discharging firearms around Lake Massabesic, the primary watershed for the city of Manchester.

And it could dismantle another conservation easement on the lake: Auburn's Audubon Center. The center's easement stipulates that firearms may not be discharged on the property, Town Manager Bill Herman said.

Herman is opposed to the bill. “In my view, local governing bodies in particular are responsible for the public property within (their) borders,” Herman said.

Silber is aware of the worries of town officials. But he says that changing town officials' behavior is exactly what his legislation is attempting to do.

“The alternative, of course, is for someone to openly flout the local ordinances that deal with these restrictions, get themselves charged ... and take it all the way up to the state Supreme Court,” he said. “You could use that as a precedent perhaps in other places. But it doesn't put the fear of God into the local officials in these other municipalities.”

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ETHAN DEWITT  

Ethan DeWitt is the New Hampshire Bulletin's education reporter. Previously, he worked as the New Hampshire State House reporter for the Concord Monitor, covering the state, the Legislature, and the New Hampshire presidential primary. A Westmoreland native, Ethan started his career as the politics and health care reporter at the Keene Sentinel.

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DEMOCRACY TOOLKIT





The independent, nonprofit New Hampshire Bulletin is guided by these words from our state constitution: "Government, therefore, should be open, accessible, accountable and responsive." We will work tirelessly every day to make sure elected officials and state agencies are held to that standard.

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Tax Abatements, Veterans Credits & Exemptions

List for Select Board meeting January 31, 2022

Veteran Credit

Map/Lot/Unit	Location	Amount	Year
54/4/9	50 Brookside Dr B1	500.00	2022
95/64/360	24 Sumac St	500.00	2022
95/64/373	6 Juniper St	500.00	2022
69/3/302	61 Acadia Ln #302	500.00	2022

Abatement

Map/Lot/Unit	Location	Amount	Year
104/79/319	319 Friar Tuck Dr	717.16	2019
104/79/319	319 Friar Tuck Dr	752.95	2020
104/79/319	319 Friar Tuck Dr	648.27	2021
87/8/A-16	16A E&H Cooperative	1,355.26	2011
87/8/A-16	16A E&H Cooperative	81.40	2012
87/8/A-16	16A E&H Cooperative	1,385.02	2013
87/8/A-16	16A E&H Cooperative	967.43	2014
87/8/A-16	16A E&H Cooperative	920.75	2015
87/8/A-16	16A E&H Cooperative	996.59	2016
87/8/A-16	16A E&H Cooperative	972.77	2017
87/8/A-16	16A E&H Cooperative	980.88	2018
87/8/A-16	16A E&H Cooperative	1,528.49	2019
87/8/A-16	16A E&H Cooperative	1,611.45	2020
87/8/A-16	16A E&H Cooperative	1,447.80	2021
95/64/68	9 Willow St	454.72	2019
95/64/68	9 Willow St	497.72	2020
95/64/68	9 Willow St	410.57	2021
95/64/175	8 Hemlock St	56.52	2010
95/64/175	8 Hemlock St	592.92	2011
95/64/175	8 Hemlock St	594.93	2012
95/64/175	8 Hemlock St	213.12	2014
95/64/175	8 Hemlock St	319.28	2015
95/64/175	8 Hemlock St	348.47	2016
95/64/175	8 Hemlock St	328.07	2017
95/64/175	8 Hemlock St	322.19	2018
95/64/175	8 Hemlock St	650.20	2019
95/64/175	8 Hemlock St	685.92	2020
95/64/175	8 Hemlock St	585.84	2021

Permits & Approvals

Correspondence

Dear Members of the Selectboard,

Please accept this letter as the Sustainability Advisory Committee's (SAC) vote in favor of closing Swasey Parkway to through traffic.

During the pandemic lockdown, the roadway at Swasey Park was closed to allow for all residents to fully use the Park safely. Children could roam safely and freely between the grassed areas and the road and ride their bike uninhibited by vehicles and the general public could enjoy a traffic free, open space unavailable anywhere else downtown. The Park was a welcome space to sit quietly, meet friends and walk/run along the river side.

Further, it showed that the road could be closed with minimum cost to the Town and that traffic could continue to use the adjacent road towards Newfields.

The Exeter Sustainability Advisor Committee is in support of permanently closing the parkway traffic and would welcome participation in the on-going Swasey Parkway debate

We are aware, there has been some debate on accessibility issues.

This can be easily resolved by having a road-traffic sign placed at both ends of the parkway to say that 'Access limited to *Disable Drivers' and speed limit set as per current measures. (Comment: This would not allow for misuse by non-disabled vehicles to drive in but a barrier could be placed at the other end to discourage drive-throughs)

Some suggestions on how this could be accomplished:

*Install traffic-sign to denote 'access only to Disable drivers'

*Through-traffic access only to Emergency vehicles.

*DPW could paint a couple of disable parking spots on the roadway within Swasey Park & at the Waters Street end.

* Simple barriers at the Newfields Road end

*Appropriate road-signs at the Newfields Road end of parkway

*Disabled parking slots at the Newfields Road end

*Small turning circle to allow cars to turn around to exit the parkway at Waters Street (comment: this will cost \$?)

10 Exeter River Ldg.

January 3, 2022

I am requesting that you
adopt a Nuisance Ordinance
regarding "lights!"

Sincerely

Gail Schweizer

603-772-0661

Town Manager's Office

JAN 5 2022

Received

4. To preserve for and reserve to the people their constitutional right to preserve their ordinary rules of decency, good morals, and public order by regulating the conduct herein described as nuisances.

ARTICLE III. NUISANCES.

It is hereby declared to be a common nuisance in Exeter Township abatable and punishable as such:

A. Signs. For any person to erect signs projecting across walkways, roads, or in places dangerous to life and limb.

B. Cesspools. For any person to permit and maintain open vaults, drains, failed cesspools and failed septic systems prejudicial to public health.

C. Lights. No lights, incandescent, strobe, sodium or mercury vapor, shall spot, flood, or otherwise shine so as to impede the safe movement of traffic upon the streets, highways, or traffic ways within Exeter Township. No lights, incandescent, strobe, sodium or mercury vapor, shall spot, flood, or otherwise shine upon the private property of another so as to annoy, disturb or otherwise prevent another person from enjoying the privacy of their own property. No residence, business, industry or other person shall illuminate any sign adjacent to any street, highway, or traffic way within Exeter Township with flashing, rotating, sequential, strobe, or otherwise moving lights, so as to interfere with the movement of traffic upon said streets, highways or traffic ways, within Exeter Township. No residence, business, industry, or other person shall utilize any form or configuration of lights so as to resemble a traffic signal, railroad signal, or any other form of simulated signal, visible to the motoring public upon any street, highway, or traffic way within Exeter Township.

D. Depositing in streets, streams, etc. For any person to throw, spread, or deposit on any of the streets, roads, lanes, alleys, courts or any watercourse or gutter within the Township limits, and permit it to remain there, any animal carcass, ashes, paper, glass, tires, cans, rubbish, grass clippings, or any other refuse or offensive matter whatsoever.

E. Nauseous draining, etc. For any person to run foul or nauseous liquids, washings, or drainings from any manufacturing establishments, stores, stables, private residences, or shops into any of the gutters or along any of the sidewalks, streets, roads, lanes, alleys, or courts of the Township, or to keep, collect, or use any garbage or filth or any stale, putrid, stinking fat, grease or other matter in or near any establishment or residence within the Township limits.

F. Loud Music or Noise. For any person, except by permission of Township Board of Supervisors to play, amplify, or listen to music by any manner including home stereos, vehicular sound systems, and portable devices to beat any drum or drums, blow any horn or horns, or otherwise make any unusual noise, or cause any such noise to be made, disturbing

6 King Arthur Ct.

January 4, 2022

The 4 elongated stars (14" each)
2 bells (14" each) NOEL sign (2' x 3')
as well as the partially shielded front
door light are all still shining into
my living room, dining area and onto
my far wall — making it impossible
for me to live comfortably in my own
home.

This on-going intrusion into my
life (it started in October) is uncredibly
horrible and must come to an end.

Joel Schwitz's

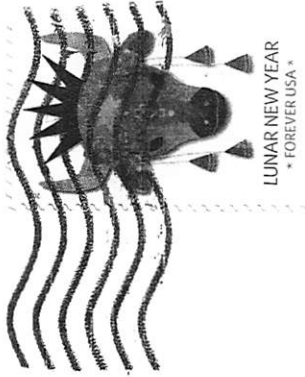
Town Manager's Office

JAN 7 2022

Received

G. Schweizer
10 ERL
03833

MANCHESTER NH 030
5 JAN 2022 PM 3 L



Town Manager / Select Board
10 Front Street
Exeter, NH 03833

09899-279299



New Hampshire
800.626.0622
www.casanh.org

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PRESIDENT & CEO

January 24, 2022

Town Selectmen
Town of Exeter
10 Front St
Exeter, NH 03833-2792



Dear Selectmen,

The Town of Exeter's recent \$375.00 gift demonstrates your commitment to child victims of abuse and neglect, and to CASA of NH. Thank you so much for helping us in our efforts to recruit, train, and supervise the hundreds of outstanding volunteers who advocate for child victims in our local and state courts each and every day.

Currently, CASA of NH is providing volunteer Guardians Ad Litem (GAL) for approximately 85% of the State of New Hampshire's child abuse and neglect cases. Your generosity will help us move toward the day when we are able to provide a GAL for close to 100% of these children.

We appreciate the opportunity to work in partnership with the Town of Exeter. Thank you for sharing our vision of a safe and permanent home for every child in New Hampshire.

Gratefully,


Suzanne Lenz
Development Director

Thank you!

Town Manager's Office

JAN 27 2022

Received

No goods or services were provided in exchange for your contribution. Tax ID: 02-0432242.



January 26, 2022

Board of Selectmen
Town of Exeter
10 Front Street
Exeter, NH 03833

Re: Annual Customer Notice

Dear Chairman and Members of the Board:

Each year Comcast provides its customers with annual notices, including such information as Comcast's customer privacy policy, payment procedures, equipment compatibility and billing dispute and complaint procedures.

In addition, please find a copy of the communication provided to the Office of the Attorney General certifying such documents were provided to customers during the **2021** calendar year.

Should you have any questions, please do not hesitate to contact me via **Thomas_Somers@cable.comcast.com**.

Very truly yours,

Jay Somers

Jay Somers, Sr. Manager
Government & Regulatory Affairs

Town Manager's Office

JAN 27 2022

Received



January 26, 2022

Via UPS Overnight

Office of the Attorney General
Consumer Protection and Antitrust Bureau
State of New Hampshire
33 Capitol Street
Concord, NH 03301-6397

Re: Annual Customer Notice

Dear Office of the Attorney General:

Each year Comcast provides its customers with annual notices, including such information as Comcast's customer privacy policy, payment procedures, equipment compatibility and billing dispute and complaint procedures.

In accordance with New Hampshire RSA 53-C:3-d, enclosed please find a copy of the following inserts received by customers as bill inserts during 2021: 1) Customer Privacy Notice and 2) Notice to Customers Regarding Equipment Compatibility & Important Information. Copies of these documents are enclosed.

Please note that there are two separate affidavits for each applicable notice - one for customers who received the notices via email and another for those customers who received the notices via their bill statement.¹

If you have any questions, please do not hesitate to contact me at Tim_Murnane@comcast.com.

Sincerely,

A handwritten signature in black ink that reads "Timothy Murnane".

Timothy Murnane
Vice President Government, Regulatory and Community Affairs

Enclosures

¹ In 2019, in accordance with FCC Order 18-166, Comcast began to email annual notifications to those customers having a valid email address on file with us. Customers without a valid email address on file receive the notifications in their bill statements. Customers have the option to opt-out of receiving notifications via email by calling us or going into Xfinity MyAccount.



Oracle America, Inc.
500 Oracle Parkway
Redwood Shores, CA 94065

Cynthia LaFrance
Comcast

Cynthia.LaFrance@comcast.com

RE: Comcast Important Information for Xfinity TV Customers Notices for New Hampshire (87732000 & 87732100)

Cynthia,
The Comcast Important Information for Xfinity TV Customers notices were emailed to customers with a verified email address (as defined in Comcast business requirements) on 7/13/21.

Below is the breakdown:

Graphic ID's	Sysprin	# Emails Sent	Link
I022AV21, I023AV21, I024AV21	87732100	10,669 for the Sysprin 87732100 associated with the link	https://amiintegration.s3.amazonaws.com/DigitalS/IKLatest/IMPIN_NWNE_FCC-2021-06-16_12-36-59.pdf
I025AV21, I026AV21, I027AV21	87732000	131,191 for the Sysprin 87732000 associated with the link	https://amiintegration.s3.amazonaws.com/DigitalS/IKLatest/IMPIN_NGBR_FCC-2021-06-16_12-37-19.pdf

Amy McNeil, Account Director
Oracle Consulting



accelerate business. anywhere.

CSG International
14301 Chandler Road
Omaha, NE 68138

05/17/2021

Cindy LaFrance
Comcast

Cynthia.LaFrance@comcast.com

RE: Comcast NH Privacy Policy counts

Cindy,

The Comcast NH Privacy Policy insert was included in 49,057 8773/2000 printed English statements and in 437 8773/2000 printed Spanish statements from March 20, 2021 to March 28, 2021.

Sincerely,

Jay Cruse
Customer Delivery Manager



accelerate business. anywhere.

CSG International
14301 Chandler Road
Omaha, NE 68138

04/21/2021

Cindy LaFrance
Comcast

Cynthia.LaFrance@comcast.com

RE: Comcast NH Privacy Policy counts

Cindy,

The Comcast NH Privacy Policy insert was included in 155,368 8773/2000 printed English statements and in 1,373 8773/2000 printed Spanish statements from January 28, 2021 to February 27, 2021.

Sincerely,

Jay Cruse
Customer Delivery Manager

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

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

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

MOVING

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

EQUIPMENT COMPATIBILITY

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

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

REMOTE CONTROL UNITS

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

SERVICE CHANGES AND INSTALLATION

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

UPCOMING PROGRAMMER CONTRACT EXPIRATIONS

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

OTHER INFORMATION

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

INFORMACIÓN IMPORTANTE PARA LOS CLIENTES DE XFINITY TV

PROBLEMAS CON EL SERVICIO

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

QUEJAS RELATIVAS AL SERVICIO Y LA FACTURACIÓN

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

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

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

MUDANZAS

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

COMPATIBILIDAD ENTRE EQUIPOS

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

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

UNIDADES DE CONTROL REMOTO

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

CAMBIOS EN EL SERVICIO E INSTALACIÓN

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

PRÓXIMOS VENCIMIENTOS DE LOS CONTRATOS DE PROGRAMACIÓN

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

INFORMACIÓN ADICIONAL

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

**SERVICE AREA /
ÁREA DE SERVICIO**
MA, NH & ME

**PHONE NUMBERS
Billing/Repair
New Services/Sales /
NÚMEROS DE TELÉFONO
Facturación/Reparación
Nuevos servicios/Ventas**
1-800-266-2278

**OFFICE HOURS /
HORARIO LABORAL**
Please check your monthly billing
statement for the location and hours
of operation of the nearest customer
service office.

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

Comcast
1 Comcast Center
Philadelphia, PA 19102

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

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

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

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



Comcast Xfinity Privacy Policy

Effective December 4, 2020

We know you care about your privacy and the protection of your personal information. 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 set your marketing and advertising preferences, and opt out of certain information sharing
- How our products and services help to protect you
- How you can better protect yourself online

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

WHEN THE PRIVACY POLICY APPLIES

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

Learn more about when the Privacy Policy applies

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

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

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

THE PERSONAL INFORMATION WE COLLECT AND HOW WE COLLECT IT

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

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

We collect this information to provide our Services, respond to your requests, and to tailor our Services to best meet your needs and interests.

Learn more about the information we collect and to see examples

What We Collect

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

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

How We Collect Personal Information

We collect personal information about you in several ways.

1. Directly from you when you create an account or interact with our customer service, such as:
 - Contact information, which may include your name, mailing address, email address, or telephone number
 - Login credentials for our Services, such as your username and password
 - Biometric information, such as audio recordings for voiceprints and facial scans that we create in the identity verification process
 - Customer communications records, including records of calls and chats with our customer service representatives
 - Information that you provide when interacting with us on our social media pages, message boards, and other forums, including your username, profile pictures, and comments, as well as information you publicly share about us
 - Photographs 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[Ⓒ] when you use our Services
 - Voice commands and audio recordings made through voice activated devices that are part of the Services, such as the Voice Remote
 - Geolocation information on where you are at a specific point in time based on your service address to help us authenticate you[Ⓒ] for certain services on our platform
 - IP addresses, device identifiers, and network equipment addresses when devices connect to our Services
 - Device and user activity information, including what you search and how long you use our websites and applications, using cookies and other technologies (Cookie Notice: <https://www.xfinity.com/privacy/policy/cookie/notice>)
 - Domain Name Server or "DNS"[Ⓒ] searches and network traffic activity[Ⓒ] 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[Ⓒ] or enable that function in our mobile apps[Ⓒ]
 - General location information, such as the city or ZIP Code that correlates with the location of a WiFi service access point or with the license of your device IP address when you use Xfinity Internet or Xfinity WiFi
 - The quantity, technical configuration, type, features, call history, and amount of your use of voice services (known as Customer Proprietary Network Information or "CPNI")
 - Video and audio recordings (if you have turned these features on) when you use Xfinity Home security and automation
3. From third parties, such as:
- Credit reporting agencies that provide credit scoring, fraud protection, and other services
 - Landlords and property owners that provide contact and other information
 - Government entities that offer public records
 - Consumer data providers that offer demographic[Ⓒ], interest[Ⓒ], purchase[Ⓒ], and other data that we use to tailor our marketing and communications to your interest
 - Social networks and other publicly available data, like Facebook[Ⓒ]
 - Online advertising companies who may share information about the marketing and advertisements you have seen or clicked on

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

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

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

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

To Provide the Services

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

To Communicate with You

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

To Understand Your Use of and Make Improvements to Our Services

- Understand the use of our existing Services
- Identify and develop new products and services
- Create measurement and analytics reports for us and others[Ⓒ]

To Provide Recommendations and Deliver Relevant Advertising

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

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

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

WHEN AND WITH WHOM WE SHARE INFORMATION

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

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

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

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

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

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

Learn more about when and with whom we share information

The Comcast Family of Businesses

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

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^① 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^② with another company^③. In that instance, we will make sure you give us clear direction about what you want us to share and with whom, before we share that information.

Other sharing with third parties can include:

Social Media Companies

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

Online Advertising Partners

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

Audience Measurement and Analytics Companies

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

Third-Party Apps and Partners

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

Public Safety Authorities

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

Directory Services, Assistance, and Caller ID

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

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

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

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

Potential Purchasers of our Business

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

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

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

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

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

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

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

HOW WE PROTECT YOUR INFORMATION

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

HOW LONG WE KEEP YOUR INFORMATION

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

THE CHOICES YOU HAVE TO CONTROL OUR USE OF PERSONAL INFORMATION

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

Learn more about your privacy choices

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

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

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

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

HOW TO ACCESS AND CORRECT THE INFORMATION IN OUR RECORDS

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

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

Learn more about how to access personally identifiable customer information

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

If you subscribe to Xfinity TV, Internet, or Voice services and would like to see your own personally identifiable information, other than your customer proprietary network information ("CPNI"), you may do so at your local Comcast office. To do so, please contact us by email at Comcast_Privacy@comcast.com 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.

SPECIAL INFORMATION REGARDING CALIFORNIA RESIDENTS' PRIVACY RIGHTS

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

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

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

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

Collection and Use of Personal Information

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

① DEFINITIONS, EXAMPLES & MORE INFORMATION

Categories	Examples	Collected or Created	Source	Purpose of collection and use
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	Yes	Directly from you when you provide it to us, such as when you create an account From our systems when we generate the information and assign it to you, such as your account number or your IP address	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
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	Yes	Directly from you when you provide it to us, such as when you create an account or pay for your Services From third parties who make inferences regarding your household, such as the education level	To offer or provide our products and Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
Protected classification characteristics under California or federal law	Age (40 years or older), national origin, marital status, gender, veteran or military status	Yes	Directly from you when you provide it to us, such as when you sign up for an offer for veterans From third parties who make inferences regarding your household, such as marital status or the age ranges of people within your household	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
Commercial information	Records of personal property, products or services purchased, obtained, or considered, or other purchasing or consuming histories or tendencies	Yes	From you when you complete transactions with us From third parties	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To provide marketing and advertising To personalize our Services
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	Yes	Directly from you when you provide it to us, such as when you seek to authenticate your identity From our systems when you opt in to certain features of our Services, such as Xfinity Home security, that may collect information and generate inferences about physical patterns to deliver Services and applicable features that you have selected	To provide our Services To verify your identity To make improvements to our existing Services and create new products, services, or features To protect the health and safety of our customers, employees, contractors, or the general public
Internet or other electronic network activity information	Browsing history, search history, and information regarding your interaction with an internet website, application, or advertisement	Yes	From our systems when you use or interact with our Services From third parties	To offer or provide our Services To make improvements to our existing Services and create new products, services, or features To personalize our Services and to provide marketing and advertising, when you use our websites like Xfinity.com or ComcastBusiness.com or apps (see our Cookie Notice). Such information is not collected from our broadband network through the provision of Xfinity Internet or Xfinity Mobile
Geolocation data	Precise physical location or movements	Yes	From our systems when you use or interact with Services that collect this information, such as Xfinity Mobile or the Xfinity Mobile apps and websites	To provide our Services To make improvements to our existing Services To personalize our Services and to provide marketing and advertising, when such information is not collected from our provision of Xfinity Internet or Xfinity Mobile
Sensory data	Audio, electronic, visual, thermal, olfactory, or similar information	Yes	From our systems when you opt in to certain features of products and services that may collect information and generate inferences about physical patterns, such as Xfinity Home security features or when you use the X1 Voice Remote to deliver Services and applicable features that you have selected	To provide our Services To make improvements to our existing Services and create new products, services, or features

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

Disclosures to Third Parties for a Business Purpose

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

Sale of Personal Information and Right to Opt Out

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

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

Right to Know and Right to Request Deletion of Information

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

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

Right to Information Regarding Participation in Data Sharing for Financial Incentives

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

How to Submit a Request

You may submit a request to exercise your rights by:

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

SPECIAL INFORMATION REGARDING MAINE RESIDENTS' PRIVACY RIGHTS

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

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

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

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

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

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

If you are an Xfinity customer, you can manage your account information and review your privacy settings at www.xfinity.com/privacy/manage. 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 <https://www.xfinity.com/privacy/our-commitment>.

CHANGES TO THIS PRIVACY POLICY

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

about your ongoing use of our Services.

HOW TO CONTACT US WITH QUESTIONS ABOUT THIS PRIVACY POLICY

- **Send Us a Message:** Comcast_Privacy@comcast.com

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Purchase: Information from loyalty program or public records.

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

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

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

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

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

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

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

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

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



Política de Privacidad de Comcast Xfinity

Vigente a partir del 4 de diciembre de 2020

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

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

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

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

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

CUÁNDO CORRESPONDE ESTA POLÍTICA DE PRIVACIDAD

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

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

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

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

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

INFORMACIÓN PERSONAL QUE RECOPIAMOS Y CÓMO LA RECOPIAMOS

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

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

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

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

Qué información recopilamos

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

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

Cómo recopilamos información personal

Recopilamos información personal sobre usted de distintas formas.

1. Directamente de usted, cuando abre una cuenta o interactúa con nuestro servicio de atención al cliente. Por ejemplo:
 - Información de contacto, que puede incluir su nombre, su dirección postal, su dirección de correo electrónico y su número de teléfono
 - Credenciales para iniciar sesión en nuestros Servicios, como su nombre de usuario y su contraseña
 - Información biométrica, como grabaciones de audio para espectrogramas de voz y escanes faciales, que generamos durante el proceso de verificación de identidad
 - Registros de comunicaciones, como los registros de sus llamadas y conversaciones de chat con nuestros representantes de atención al cliente
 - Información que usted proporcione al interactuar con nosotros en nuestras páginas de las redes sociales, tableros de mensajes y otros foros, incluidos su nombre de usuario, sus imágenes de perfil y sus comentarios, así como información acerca de nosotros que comparte públicamente
 - Fotografías 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 de su hogar y en los dispositivos cuando usa nuestros Servicios
 - Comandos de voz y grabaciones de audio registrados a través de dispositivos activados por voz que son parte de los Servicios, como Voice Remote
 - Información de geolocalización (que indica dónde se encuentra en un determinado momento en función de su dirección de servicio) para ayudarnos a autenticar su acceso a ciertos servicios de nuestra plataforma
 - Direcciones IP, identificadores de dispositivos y direcciones de red de los equipos cuando los dispositivos se conectan a nuestros Servicios
 - Información sobre la actividad de dispositivos y usuarios, como información sobre las cosas que busca y durante cuánto tiempo usa nuestros sitios web y aplicaciones, que se recopila mediante cookies y otras tecnologías (Aviso sobre cookies: <https://www.xfinity.com/privacy/policy/cookie/notice>)
 - Búsquedas en servidores de nombre de dominio (DNS) y actividad de tráfico de red cuando usa Servicios nuestros como Xfinity Internet, Xfinity Mobile o Xfinity WiFi
 - Información de geolocalización, que indica dónde se encuentra su dispositivo en un momento determinado, cuando usa Xfinity Mobile o habilita esa función en nuestras aplicaciones móviles
 - Información general sobre su ubicación, como la ciudad o el código postal que se correlaciona con la ubicación de un punto de acceso al servicio de WiFi o con la licencia de la dirección IP de su dispositivo cuando usa Xfinity Internet o Xfinity WiFi
 - La cantidad, configuración técnica, tipo, características, historial de llamadas y frecuencia de su uso de los servicios de voz (conocida como información de red específica del cliente o CPNI)
 - Grabaciones de video y audio (si ha activado estas funciones) cuando usa el servicio de seguridad y automatización Xfinity Home
3. De terceros, tales como:
- Agencias de informes crediticios que proveen puntajes crediticios, protección contra fraudes y otros servicios
 - Propietarios de inmuebles que proveen información de contacto y de otro tipo
 - Organismos gubernamentales que proporcionan registros públicos
 - Proveedores de datos sobre consumidores que ofrecen información demográfica, sobre intereses, sobre compras y de otro tipo, que usamos para adaptar nuestro marketing y comunicaciones a sus intereses
 - Redes sociales y otros datos disponibles públicamente como en Facebook
 - Empresas de publicidad en red que podrían compartir información sobre las iniciativas de marketing y los anuncios que ha visto o en los que ha hecho clic

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

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

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

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

Para ofrecer los Servicios

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

Para comunicarnos con usted

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

Para entender cómo usa nuestros Servicios y mejorarlos

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

Para ofrecer recomendaciones y presentar material publicitario pertinente

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

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

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

CUÁNDO Y CON QUIÉN COMPARTIMOS INFORMACIÓN

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

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

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

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

Obtenga más información acerca de cuándo y con quién compartimos información

La familia de empresas de Comcast

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

Titulares de cuentas y otros usuarios autorizados

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

Proveedores de servicios

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

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

Terceros

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

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

La divulgación de información a terceros podría incluir:

Empresas de redes sociales

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

Socios de publicidad en línea

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

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 de terceros y empresas asociadas

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

Autoridades de seguridad pública

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

Servicios de información sobre abonados, asistencia e identificación de llamadas

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

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

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

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

Potenciales compradores de nuestra empresa

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

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

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

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

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

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

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

CÓMO PROTEGEMOS SU INFORMACIÓN

A fin de evitar el acceso, utilización o divulgación no autorizados de cualquier información personal que recopilamos y guardemos, seguimos las prácticas estándares de la industria para asegurar dicha información. Esas prácticas de seguridad incluyen salvaguardias técnicas, administrativas y físicas, que pueden variar según el tipo de la información y cuan 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 (www.xfinity.com/privacy/manage-preference). Si cambia de opinión, puede actualizar sus preferencias en cualquier momento.

Obtenga más información sobre sus opciones de privacidad

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

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

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

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

CÓMO ACCEDER A LA INFORMACIÓN EN NUESTROS REGISTROS Y CORREGIRLA

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

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

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

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

Si se suscribe a los servicios Xfinity TV, Internet o Voice y quiere ver su propia información que lo identifica personalmente (que no sea su información de red específica del cliente o CPNI), puede hacerlo en su oficina local de Comcast. Para ello, envíe un correo electrónico a Comcast_Privacy@comcast.com 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 identifican a usted. Podremos recopilar información que lo identifique personalmente cuando sea necesario para prestarle servicios de cable u otros servicios y para detectar una recepción o utilización no autorizada de tales servicios. Con su previa autorización por escrito o electrónica, también podremos utilizar el sistema de cable para recopilar información de identificación personal sobre usted para otros fines. La Ley de Cable también permite a Comcast divulgar información de identificación personal si tal divulgación es necesaria para proporcionar o conducir una actividad legítima de negocios relacionada con el servicio de cable u otros servicios que le suministramos, si lo requiere la ley o un proceso legal o si está limitada a su nombre y dirección, sujetos a su consentimiento con opción de exclusión. La frecuencia de cualquier divulgación de información de identificación personal varía de acuerdo con nuestras necesidades y actividades comerciales, según lo descrito en esta Política.

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

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

La Ley de Comunicaciones y CPNI

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

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

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

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

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

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

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

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

Recopilación y uso de información personal

La sección general de esta Política de privacidad describe, en categorías fáciles de entender, los tipos de información personal que recopilamos, cómo la recopilamos y cómo la usamos. La Ley de Privacidad del Consumidor de California (CCPA) exige que divulguemos la información personal que hemos recopilado sobre nuestros clientes durante los últimos 12 meses en las siguientes categorías. Algunas de estas categorías agrupan tipos de información muy disímiles. Por ello, cómo usamos y durante cuánto tiempo conservamos la información de cada categoría puede variar de una categoría a otra¹ y no todos los tipos de información de una misma categoría se usarán para todos los fines que se enumeran.

1 DEFINICIONES, EJEMPLOS E INFORMACIÓN ADICIONAL

Categorías	Ejemplos	Recopilada o creada	Fuente	Finalidad de la recopilación y uso
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	Sí	Directamente de usted, cuando la provee (por ejemplo, al abrir una cuenta) De nuestros sistemas, cuando generamos la información y se la asignamos (p. ej., su número de cuenta o su dirección IP)	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
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	Sí	Directamente de usted, cuando la provee (por ejemplo, al abrir una cuenta o pagar por los Servicios que recibe) De terceros que hacen inferencias relativas a su hogar, tal como el nivel de educación	Para ofrecer o proveer nuestros productos y Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
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	Sí	Directamente de usted, cuando la provee (por ejemplo, al registrarse en una oferta para veteranos) De terceros que hacen inferencias relativas a su hogar, tal como el estado civil o los rangos etarios de las personas de su hogar	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios
Información comercial	Registros de propiedad personal, productos o servicios comprados, obtenidos o evaluados u otros antecedentes o tendencias de compra o consumo	Sí	De usted, cuando realiza transacciones con nosotros De terceros	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios

Categorías	Ejemplos	Recopilada o creada	Fuente	Finalidad de la recopilación y uso
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	Sí	Directamente de usted cuando nos la proporciona, por ejemplo, cuando trata de autenticar su identidad De nuestros sistemas, cuando opta por incluirse en ciertas características de nuestros Servicios, como seguridad de Xfinity Home, que podrían recopilar información y generar inferencias sobre patrones físicos con el fin de proveer los Servicios que ha seleccionado y las características aplicables	Para proveer nuestros Servicios Para verificar su identidad Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para proteger la salud y la seguridad de nuestros clientes, empleados, contratistas o el público en general
Información sobre la actividad en Internet u otra red electrónica	Historial de navegación, historial de búsquedas e información relativa a su interacción con un sitio web, una aplicación o un anuncio en Internet	Sí	De nuestros sistemas, cuando usa nuestros Servicios o interactúa con ellos De terceros	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para personalizar nuestros Servicios y para fines de comercialización y publicidad, cuando usted usa nuestros sitios web, como Xfinity.com o ComcastBusiness.com, o nuestras apps (consulte nuestro Aviso sobre cookies). Tal información no se recopila de nuestra red de banda ancha a través de la provisión de Xfinity Internet o Xfinity Mobile
Información de geolocalización	Ubicación física precisa y movimientos	Sí	De nuestros sistemas, cuando usa Servicios que recopilan esta información (como Xfinity Mobile o las apps y los sitios web de Xfinity Mobile) o interactúa con ellos	Para proveer nuestros Servicios Para mejorar nuestros Servicios actuales Para personalizar nuestros Servicios y para fines de comercialización y publicidad, cuando tal información no se recopila a través de la provisión de Xfinity Internet o Xfinity Mobile
Datos sensoriales	Información de audio, electrónica, visual, térmica, olfativa o similar	Sí	De nuestros sistemas, cuando opta por incluirse en ciertas características de nuestros productos y servicios que podrían recopilar información y hacer inferencias acerca de patrones físicos, como las características de seguridad de Xfinity Home, o cuando usa X1 Voice Remote para acceder a Servicios que ha seleccionado y las características aplicables	Para proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos
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	Sí	De nuestros sistemas, a través de una serie de procesos informáticos	Para ofrecer o proveer nuestros Servicios Para mejorar nuestros Servicios actuales y crear productos, servicios o características nuevos Para fines de comercialización y publicidad Para personalizar nuestros Servicios

Divulgación a terceros para fines comerciales

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

Venta de información personal y derecho de exclusión

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

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

Derecho a conocer la información recopilada y solicitar su eliminación

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

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

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

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

Cómo presentar una solicitud

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

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

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

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

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

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

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

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

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

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

CAMBIOS A ESTA POLÍTICA DE PRIVACIDAD

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

CÓMO CONTACTARNOS CON PREGUNTAS ACERCA DE ESTA POLÍTICA DE PRIVACIDAD

- **Envíenos un mensaje a:** Comcast_Privacy@comcast.com
Asegúrese de incluir su nombre y dirección, su número de cuenta de Comcast y un número de teléfono donde podemos contactarle durante el día.

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

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

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

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

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

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

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

comunicarnos con usted.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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