



150 Potter Road  
 Braintree, MA 02184  
 www.beld.com  
 781.348.BELD  
 781.348.1003 fax

## Important information for our customers

July 1, 2016

Dear BELD Broadband customer:

Thank you for choosing us! As the only municipal broadband provider in Braintree, we are committed to offering low rates and outstanding local customer service. We choose to keep our offerings simple, focusing on core video programming and spending our limited marketing dollars wisely so we can return the savings to your pocket. Unlike Verizon and Comcast, we make no profit from our offerings, and we maintain an office right here in town. Our friendly employees stand ready to help you in person, or, if we are assisting other customers when you call, we'll call you back once the next representative is available.

Unfortunately, national TV programmers and local broadcasters continue to raise the rates operators like BELD Broadband must pay. This year is no exception, and once again we have no choice but to make adjustments to your rates due to these increases. Fortunately, **we continue to expand our TV Everywhere offerings by launching more programmers each month. All of this is FREE with your cable subscription.**

**We'll continue to offer residents 65 and older a \$2 per month discount off regular rates on all a la carte cable service, as well as a new discount on all a la carte Internet services for an additional \$2 per month. BELD Broadband is the only Braintree provider offering these discounts!**

Other services—including other High-Speed Internet and some phone services—will remain at their current rates. **In addition we've doubled our upstream Internet capacity in the past year to improve streaming performance during peak usage periods. And we're currently making preparations to launch faster speeds soon ... stay tuned for details.**

BELD Broadband's everyday rates will continue to be competitive with other providers in Braintree. Although it's often difficult to compare competing packages side by side because of differing channel placement, fine print and fees, we'll always make every attempt to explain your options clearly—you'll even notice some simplified descriptions on your broadband bill in the coming months.

**The rates noted below will be in effect as of August 1, 2016.** Only the rates listed are changing.

Sincerely,

John H Orpen  
 Broadband Division Manager

Service	Current rate	New rate effective 8/1/16
CABLE TV		
• Retransmission consent fee	\$6.52	\$7.24
• BCAM fee ( <i>adjusted quarterly</i> )	\$3.17	\$4.17
• Expanded Basic	\$67.95	\$69.95
• Senior Expanded Basic	\$64.95	\$67.95
• Digital Basic	\$75.95	\$77.95
• Senior Digital Basic	\$72.95	\$75.95
• Digital Premium	\$119.95	\$121.95
• Senior Digital Premium ( <i>existing customers only</i> )	\$114.25	\$117.25
• Senior Digital Premium	\$116.95	\$119.95

*see reverse*

Service	Current rate	New rate effective 8/1/16
<b>BUNDLES</b>		
<u>Double plays</u>		
• Expanded Basic cable + Internet OR unlimited phone	\$81.99	\$83.99
• Expanded Basic cable + Internet OR unlimited phone with equip. (existing customers only)	\$89.99	\$91.99
• Senior Digital Basic cable with box + Internet (existing customers only)	\$101.99	\$103.99
• Digital Basic cable + Internet OR unlimited phone	\$102.99	\$104.99
• Digital Basic cable with box + Internet (existing customers only)	\$104.99	\$106.99
• Digital Basic cable w/2 SD boxes & equip. + Internet (existing customers only)	\$115.99	\$117.99
• HD cable + Internet OR unlimited phone—with equip. (existing customers only)	\$115.99	\$117.99
• Senior Digital Premium cable + Internet (existing customers only)	\$148.99	\$150.99
• Digital Premium cable + Internet OR phone	\$159.99	\$161.99
• Business Digital cable + Internet (existing customers only)	\$118.00	\$120.00
<u>Triple plays</u>		
• Expanded Basic cable + unlimited phone + Internet	\$91.99	\$93.99
• Senior Basic Triple Play (existing customers only)	\$44.45	\$46.45
• Digital Basic cable + unlimited phone + Internet (existing customers only)	\$104.99	\$106.99
• Expanded Basic cable with equip. + unlimited phone + Internet (existing customers only)	\$108.99	\$110.99
• Digital Basic cable + unlimited phone + Internet	\$118.99	\$120.99
• Digital Basic cable + unlimited phone + Internet (existing customers only)	\$124.99	\$126.99
• Digital Basic cable w/2 SDs & equip. + unlimited phone + Internet (existing customers only)	\$135.99	\$137.99
• HD cable with equip. + unlimited phone + Internet (existing customers only)	\$135.99	\$137.99
• Digital Premium cable + unlimited phone + <b>FREE UPGRADE!</b> Lightning 50 Internet	\$167.99	\$169.99
<u>EQUIPMENT</u>		
• Phone adapter	\$6.50	\$7.50
• Phone adapter	\$7.00	\$7.50
• Expanded Basic box (existing customers only)	\$1.95	\$2.95

Applicable fees for equipment, installation, taxes and franchise fees are additional. Other restrictions and charges may apply. These services are subject to availability. Prices subject to change with 30-day notice. **High-Speed Internet:** Actual speeds vary and are not guaranteed. Residential packages include 500 MB of personal web hosting space per email address (email and Web space combined) and 6 email addresses per account. Faster services also available. **Cable TV:** Refer to BELD Broadband's Channel Guide for a complete listing of available channels. A cable box and remote control are required for digital channels and Premium Packs. Additional programming may be purchased at regular service rates. **Phone service:** EMTA device required.