

**SIDE AGREEMENT BETWEEN THE COUNTY COMMISSIONERS OF CHARLES COUNTY AND  
COMCAST OF MARYLAND, LLC**

The purpose of this Side Agreement is to provide further information and confirm the agreement that has been reached between Comcast of Maryland, LLC ("Comcast") and the County Commissioners of Charles County ("County") with respect to certain matters discussed during franchise negotiations, but not covered by the Cable Franchise Agreement entered into between Comcast and the County that is effective JULY 18, 2019 ("Franchise Agreement").

The term of this Side Agreement shall be the same as the term of the Franchise Agreement. The commitments made in this Side Agreement shall terminate in the event the Franchise Agreement is terminated prior to expiration, or renewal is denied.

1. **Cable System Extensions.** Comcast agrees to extend its Cable System along the public rights-of-way in the areas of Newburg (Waverly Point-100 passings) and Maxwell Hall (35 passings) as identified and described in Exhibit A and in accordance with the terms set forth herein, and subject to all necessary easements, permits, pole licenses, and required authorizations, for a total of 135 passings. Comcast also agrees to meet and discuss extending service to Dentsville and would build cable plant to the Dentsville area to the extent the project is economically and technically feasible.
  - 1.1 Subject to Section 10.1 of the Franchise Agreement, Comcast shall complete the Cable System extensions within one hundred eighty (180) days of receiving all necessary easements, permits, pole licenses, required authorizations and the completion of pole make-ready work.
  - 1.2 Comcast may charge subscribers an additional charge in excess of its standard installation charge for any service installation requiring a drop or line extension in excess of three hundred (300) feet from the public right-of-way in accordance with Section 3.2 of the Franchise Agreement or where performance would be commercially impracticable.
  - 1.3 Upon written notice to the County, Comcast shall be allowed additional time to complete the extension where the extension is delayed for reasons beyond Comcast's reasonable ability to control or anticipate, including but not limited to, denial of access to facilities or rights-of-way, delays caused by waiting for utility providers to service or monitor their own utility poles, and adverse weather. The County will not unreasonably refuse to grant an extension of time.
2. **Service Availability:** To continue the cooperative relationship between Comcast and the County in extending service to unserved areas of the County, upon written request from the County, Comcast agrees to extend Cable Service, without a customer contribution toward construction costs, to areas where the County is able to identify and Comcast is able to confirm an average of fifteen (15) potential customers agreeing to subscribe to Comcast's Cable Service per mile, measured from the nearest point on the Cable System from which a usable cable signal can be obtained. The commitment herein shall not apply to extensions where there exists a material unforeseen economic or technical impediment to completing such extension, including to homes located more than 300 feet from the public right-of way, unless the customers agree to pay such costs in accordance with Section 3.2 of the Franchise Agreement, or where performance would be commercially impracticable.

3. **Customer Service Center.** The County agrees that while Comcast customers have traditionally contacted the company by telephone, letter, or visiting a customer service center, customers can transact business with Comcast in multiple ways without visiting a customer service center and Comcast has expanded the options currently available to customers as outlined in Exhibit B. In the event that Comcast discontinues operation of its customer service center in Charles County, located at 336 Post Office Road Waldorf, MD, Comcast will properly notify customers of this change.

Both parties agree that, to the extent that any term of this Side Agreement conflicts with any term of the Franchise Agreement, this Side Agreement shall prevail.

Both parties acknowledge that, by signing below, this Side Agreement accurately reflects the agreement between Comcast and the County on all matters set forth above.

Agreed to and accepted by:

Comcast of Maryland, LLC

BY 

Mary McLaughlin  
Regional Senior Vice President

Date: 7-18-19

Agreed to and accepted by:

County Commissioners of Charles County, Maryland

BY 

Reuben B. Collins II  
President

Date: 6-19-19

**EXHIBIT B**  
**CUSTOMER SERVICE OPTIONS**

Based on direct feedback from our customers, we have created many new service options, including self-install kits, online account management options, electronic payments, the ability to order equipment through the mail and drop-off equipment at The UPS Store locations. Customers currently also have the options listed below.

Bill payment can be accomplished:

- Online at [www.comcast.com/myaccount](http://www.comcast.com/myaccount)
- By calling our toll free number at 1-800-XFINITY
- By visiting a Western Union or other local locations which may include Safeway, Food Lion, Rite Aid, Walgreens, Seven Eleven or Giant
- Through the Xfinity My Account App – allowing customers to manage and make changes to their account anywhere, anytime from their smartphone or tablet
- By automatic recurring payment – allowing customers to have their charges for Comcast services automatically deducted from a bank account or paid with a credit card each month
- Via electronic payment services – allowing customers to make payments through a Customer Account Executive, Interactive Voice Response, or over the Internet quickly, conveniently, and securely, and
- By mail using the pre-addressed return envelope included in customer statements

Equipment exchanges or returns can be completed:

- By utilizing current UPS Store locations including those at 1282 Smallwood Drive W, Waldorf MD 20603 and 11855 Pika Drive, Waldorf, MD 20601, or other designated partner locations
- By requesting a return box and shipping label, and
- Through a Comcast representative visiting the customer's residence

Also, customers may call 1-800-XFINITY (1-800-934-6489) 24 hours a day and 7 days a week to resolve service issues, to subscribe to or cancel services, or to upgrade or downgrade the level of service they receive.