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**Serving Norwood with Electric, Telephone, Cable & High Speed Internet Service**

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June 1, 2024

Norwood light Broadband Customer

**Re: Cable TV Rate Changes**

Dear Valued Customer,

Thank you for your support and loyalty to the Town's own Broadband provider.

With the continued support of the loyal residents and businesses in Norwood for these past 22 years, we have been able to provide you with a LOCAL provider that other cities and towns in Massachusetts simply don't have. Throughout our history, we have consistently provided our Norwood customers with better local service and lower rates.

Unfortunately, the cost of Cable TV programming continues to increase, forcing Norwood Light Broadband [NLB] to increase some Video rates to offset this increase in our costs. These changes will be effective July 1, 2024.

The rates for Internet and Telephone services are not increasing; therefore, we encourage you to consider exploring whether combining our NLB Internet service with a lower-priced Streaming Video alternative to save money. We have partnered with DirecTV Via Internet (no dish!) to offer our Internet customers this service with a monthly discount – and the rate from DirecTV would be guaranteed for 24 months. Simply go to: **[www.NorwoodLight.com](http://www.NorwoodLight.com)** and click on "DirecTV Via Internet" to see their packages and channel line-ups. For customized streaming options go to **[www.NorwoodLight.com/mybundle](http://www.NorwoodLight.com/mybundle)**.

Please see the back of this letter for more complete information on these changes.

We thank you for your business and your loyalty and look forward to serving you in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Darryl Hanson".

Darryl Hanson  
Norwood Light Broadband



**RESIDENTIAL PACKAGE RATES**  
(effective July 1, 2024)

<b>BUNDLED SERVICES - RESIDENTIAL ONLY</b>	<b>Monthly Rates</b>	
	<b>Current Rate</b>	<b>New Rate 7/1/24</b>
<b><u>High-Speed Internet &amp; Unlimited Telephone</u></b>	<b>\$59.99</b>	<b>No Change</b>
200 Mbps High Speed Internet	Included	Included
Digital Telephone service unlimited in the U.S. & Canada	Included	Included
<b><u>High-Speed Internet &amp; Basic Cable</u></b>	<b>\$67.49</b>	<b>\$69.99</b>
200 Mb High Speed Internet	Included	Included
Basic Cable	Included	Included
<b><u>Digital Cable &amp; High-Speed Internet</u></b>	<b>\$139.99</b>	<b>\$149.99</b>
Expanded on Demand Cable TV	Included	Included
200 Mbps High Speed Internet	Included	Included
<b><u>Digital Cable &amp; Unlimited Telephone</u></b>	<b>\$139.99</b>	<b>\$149.99</b>
Expanded on Demand Cable TV	Included	Included
Digital Telephone service unlimited in the U.S. & Canada	Included	Included
<b><u>Triple Play</u></b>	<b>\$154.99</b>	<b>\$164.99</b>
Expanded on Demand Cable TV	Included	Included
200 Mbps High Speed Internet	Included	Included
Digital Telephone service unlimited in the U.S. & Canada	Included	Included
<b><u>HD Double Play – Digital Cable &amp; Internet</u></b>	<b>\$149.99</b>	<b>\$159.99</b>
Expanded on Demand Cable TV	Included	Included
1 HD/DVR Cable Box & HD Programming	Included	Included
300 Mbps Extreme High Speed Internet	Included	Included
<b><u>HD Triple Play – Digital Cable, Internet &amp; Telephone</u></b>	<b>\$164.99</b>	<b>\$174.99</b>
Expanded on Demand Cable TV	Included	Included
1 HD/DVR Cable Box & HD Programming	Included	Included
300 Mbps Extreme High Speed Internet	Included	Included
Digital Telephone service unlimited in the U.S. & Canada	Included	Included
<b><u>HD Double Play – Digital Deluxe Cable &amp; Internet</u></b>	<b>\$164.99</b>	<b>\$174.99</b>
<i>(Package not available to new customers)</i>		
Digital Deluxe Cable TV	Included	Included
1 HD/DVR Cable Box & HD Programming	Included	Included
300 Mbps Extreme High Speed Internet	Included	Included
<b><u>HD Digital Deluxe Triple Play</u></b>	<b>\$179.99</b>	<b>\$189.99</b>
<i>(Package not available to new customers)</i>		
Digital Deluxe Cable TV	Included	Included
1 HD/DVR Cable Box & HD Programming	Included	Included
300 Mbps Extreme High Speed Internet	Included	Included
Digital Telephone service unlimited in the U.S. & Canada	Included	Included
<b><u>HD Triple Play Choice with Premium Package</u></b>	<b>\$189.99</b>	<b>\$199.99</b>
<i>(Package not available to new customers)</i>		
Digital Deluxe Cable TV	Included	Included
1 HD/DVR Cable Box & HD Programming	Included	Included
Unlimited Telephone	Included	Included
300 Mb Extreme High Speed Internet	Included	Included
One Premium package (only for grandfathered customers.)	Included	Included
<b>A LA CARTE VIDEO SERVICES</b>		
<b>RESIDENTIAL &amp; COMMERCIAL CABLE TV SERVICES &amp; EQUIPMENT</b>	<b>Current Rate</b>	<b>New Rate 7/1/24</b>
BASIC CABLE TV (No Cable Box required)	\$37.45	\$39.95
EXPANDED ON DEMAND CABLE TV (No Cable Box required)	\$124.95	\$134.95
DIGITAL BASIC CABLE TV (not available to new customers) (Cable Box required at additional charge)	\$129.95	\$139.95
DIGITAL DELUXE Cable TV (Cable Box required at additional charge)	\$139.95	\$149.95
<b>Business Triple Play - Local Phone</b> Basic Cable TV, High-Speed Internet & Unlimited Local Telephone	<b>\$89.99</b>	<b>\$99.99</b>
<b>Business Triple Play - Unlimited Long Distance</b> Basic Cable TV, High-Speed Internet & Unlimited LD Telephone	<b>\$109.99</b>	<b>\$119.99</b>
<b>HD Cable Box</b>	<b>\$5.95</b>	<b>No Change</b>
<b>Modem</b>	<b>\$4.95</b>	<b>No Change</b>
<b>Wireless Router</b>	<b>\$4.95</b>	<b>No Change</b>
<b>MISCELLANEOUS INFORMATION:</b>		
Cable TV a la Carte rate changes apply to both residential & commercial TV customers.		
<b>THERE IS NO INCREASE IN PRICES FOR INTERNET OR TELEPHONE A LA CARTE OR PACKAGE CUSTOMERS</b>		
Prices are exclusive of taxes & fees.		
Please go to our website, <a href="http://www.norwoodlight.com">www.norwoodlight.com</a> , for a complete list of prices, services and available channels.		
Premium Services, International channels, Digital Deluxe & Digital Plus require a minimum of Basic Cable and a Cable Box.		
Tel: 781-948-1150 for customer service - <a href="http://www.norwoodlight.com">www.norwoodlight.com</a> - E-mail us at <a href="mailto:info@norwoodlight.com">info@norwoodlight.com</a>		