

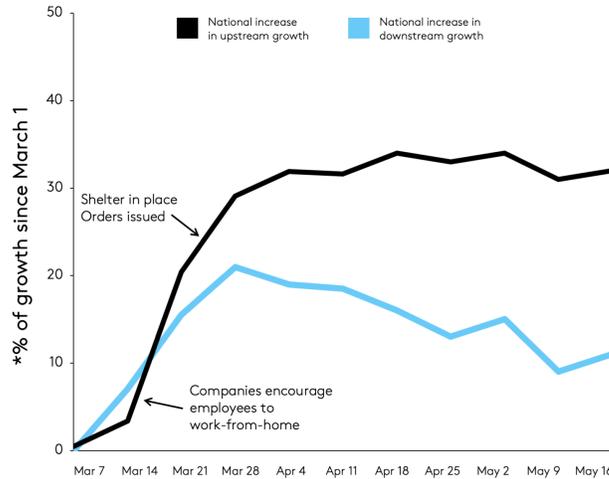
Network Performance During COVID-19

Usage is on the rise.

 32%

Upstream traffic growth increased 32% while downstream traffic growth increased 11%.

We engineer the network for capacity to handle spikes and shifts in usage patterns, and while we are seeing an unprecedented shift in usage and traffic, it's within our capacity.



Network traffic increases have plateaued in most markets even in the first cities that issued stay-at-home orders such as Seattle and San Francisco.

Peak traffic on our network is dramatically different today.

Continuing to see shifts in peak times in many cities across the US.

BEFORE MARCH 1

9:00 PM Downstream Peak 9:00 PM Upstream Peak

AS OF MAY 16

7:30 PM Downstream Peak 8 AM-6 PM Upstream Peak

Our network is performing well.

We are micro-monitoring our network by running 700,000+ speed tests most days.

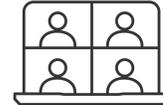
Thousands of engineers are working to add capacity where it's needed.

 LTE
↓
17%

 WiFi
↑
36%

On Xfinity Mobile, we see a 17% decline in LTE data usage and a 36% increase in mobile data usage over WiFi.

 **Weekday usage is up.**
This is driven primarily by VoIP, Video Conferencing and VPN as people continue to work and learn from home.

 ↑ 210-285%
 ↑ 30-40%

 **Nights and weekends still dominate.**
Customers are doubling down on the amount of time spent watching television and gaming. Peak usage continues to be evenings and weekends.

 ↑ 20-80%
Gaming downloads, depending upon new releases
 ↑ 20-40%
Streaming and web viewing