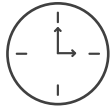


Our customers deserve the best.

We're on a mission to respect our customers' time, simplify their experience, and make it right if we fall short. Because we should fit into their lives. Not the other way around.

1

SERVING OUR CUSTOMERS FASTER.



SHORTER WINDOWS

Narrowed appointment windows from 4 hours to 2 hours.



ON-TIME ARRIVALS

97% on-time arrival rate for scheduled appointments.



COMMUNICATING IN NEW WAYS

We interacted with over 8M customers so far this year via service-related text messages to give customers the real-time information they need.



SOCIAL CARE

We have increased our Digital Care team 9X since 2015 and the team has handled more than 6M interactions so far this year.

2

IMPROVING AND SIMPLIFYING THE EXPERIENCE.



DIGITAL SUPPORT

More than 16M customers using My Account to restart devices, make payments and schedule a call with us.



EASIER RETURNS

7.3M Xfinity devices delivered to The UPS Store since September 2014.



REDESIGNING STORES

Eliminating lines and creating an interactive environment. More than 265 Xfinity Store renovations completed.

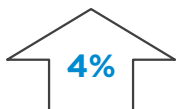


MAKING PROGRESS

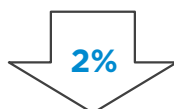
Received over 11.3M fewer calls so far this year because our products are more reliable and we're fixing it right the first time.

3

FIXING IT THE FIRST TIME. MAKING IT RIGHT IF WE FALL SHORT.



Improvement in resolving an issue the first time a customer calls.



Reduction in repeat tech visits, meaning we are fixing it right the first time we're in a customer's home.

\$20

If we're late, customers get an automatic \$20 credit.

Simplified billing

Making our pricing simpler and more consistent and sending customers digital receipts so there is no confusion. Also eliminating policies and fees that don't make sense.

Customer callbacks

Proactively reached out to 1M customers this year after their interactions with us to hear how we're doing.

Delivering on our commitment

We've hired 15,000 members of the military community, veterans and their spouses since 2010.

More customer tools

Over 30M uses of X1 self-services features so far this year; customers are managing their accounts on the biggest screen in their homes.

Over 115,000 participants in Comcast Cares Day

Employees, their families and our community partners come together annually for the nation's largest single-day corporate volunteer event.