Network Performance During COVID-19

Usage is on the rise.

Peak traffic is up 32% overall and 60% in some areas.

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.

Peak traffic on our network is dramatically different today.

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

<table>
<thead>
<tr>
<th>BEFORE MARCH 1</th>
<th>AS OF MARCH 30</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 PM Downstream Peak</td>
<td>7:30 PM Downstream Peak</td>
</tr>
<tr>
<td>9:00 PM Upstream Peak</td>
<td>8 AM-6 PM Upstream Peak</td>
</tr>
</tbody>
</table>

Our network traffic is beginning to plateau in early COVID-19 markets.

Network traffic increases in the first cities that issued stay-at-home orders such as Seattle and San Francisco are beginning to plateau.

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.

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Nights and weekends still dominate.

Customers are doubling down on the amount of time spent streaming videos and gaming. Peak usage for these activities continues to be evenings and weekends.

LTE

10% decline

WiFi

24% increase

On Xfinity Mobile, we see a 10% decline in LTE data usage and a 24% increase in mobile data usage over WiFi.

VPN

212% increase

Streaming and web viewing

50% increase

Gaming downloads

38% increase

Streaming and web viewing

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