



COVID-19 RESPONSE

Connectivity

The services we provide matter more than ever as millions of people across the globe rely on their vital internet and phone connectivity to work from home, access critical news and educational resources, and connect with loved ones.

Working to Ensure 24x7 Network Health: Our engineers and technicians micro-monitor our network reliability and performance constantly, running 700k+ diagnostic speed tests most days. From early March to late May, we saw a 32% increase in upstream traffic and 11% increase in downstream traffic, still within the overall capacity of our network. Our network continues to deliver to support the capacity our customers need while they are working, learning, and connecting from home.

Internet Essentials Free to New Customers: Through the end of the year, eligible new customers can sign up to receive 60 days of complimentary Internet Essentials service, which is the nation's largest, most comprehensive internet adoption program for low-income households. We work in partnership with tens of thousands of school districts, libraries, municipalities, and nonprofit community partners to help bridge the digital divide and support digital literacy. We recently expanded Internet Essentials eligibility to include all low-income families, including seniors, veterans, and people with disabilities.

Speed Boost for All Internet Essentials Customers: We've permanently increased speeds for all of our new and existing Internet Essentials customers across the country.

Support For University Students: Xfinity is offering eligible university students who live in our service areas and need internet service a Visa prepaid card worth about two months of internet service. No upfront fees, no installation costs.

Free Xfinity WiFi For Everyone: Xfinity WiFi hotspots located in businesses and outdoor locations across the country are available to anyone who needs them for free – including non-Xfinity internet subscribers – through the end of the year.

Paused Data Plans: While the vast majority of Xfinity customers do not come close to using 1TB of data in a month, Comcast paused its data plans through June 30 giving all customers unlimited data for no additional charge for four months through the end of the school year and proactively credited the accounts of customers who had already paid for unlimited data. On July 1st, Comcast introduced new data plans with more data - a 1.2 TB threshold. About 95% of customers do not use 1.2 TB in a month, even with COVID-level usage.

Suspended No Disconnects or Late Fees for Xfinity Internet, Mobile, or Voice Customers: We created an assistance program that enabled our customers to continue using our services during the pandemic shutdown while keeping their bills low and ensuring they didn't accrue large outstanding balances. We want to keep them connected, so we're offering customers in this program a variety of flexible and extended payment options. Sky also worked with customers on flexible bill payments. Sky has also committed to working with customers who might find it difficult to pay their bills and ensure they are supported appropriately. Comcast Business customers can find more information at <https://business.comcast.com/response>.

Support for Sky Mobile and Talk Customers: All Sky Mobile customers received a 10GB data boost free of charge. Sky also announced that calls to UK landlines at any time of day would temporarily be free for existing Sky Talk customers.

Virtual Tools for Businesses: Comcast Business is supporting customers as they begin to run their businesses from home, providing free trials of apps and services including virtual project management, business text messaging, and collaboration tools that will help them stay productive and secure.

Cybersecurity Protection: With the influx in COVID-19-related cybersecurity schemes, our team of security experts continue to work 24/7 to monitor our network using a mix of highly sophisticated technologies, threat intelligence, and proprietary AI-powered software, which helps us to detect and block hundreds of thousands of cyber events every second.

32% increase in upstream traffic growth and 11% increase in downstream traffic growth

700k Speed tests Performed most days

36% increase in mobile data use over WiFi on Xfinity Mobile