



COMCAST ANNOUNCES COMPREHENSIVE COVID-19 RESPONSE TO HELP KEEP AMERICANS CONNECTED TO THE INTERNET

Company Opens Xfinity WiFi Network Nationally for Free, Offers Unlimited Data for Free, Confirms Its Commitment to Connecting Low-Income Families

PHILADELPHIA – March 13, 2020 – On the heels of offering new, low-income Internet Essentials customers two months of free internet and raising the speed of that program's service to 25/3 Mbps, Comcast today announced additional steps to help ensure people stay connected to the internet as more schools suspend classes and companies encourage employees to work from home due to the Coronavirus.

"During this extraordinary time, it is vital that as many Americans as possible stay connected to the internet – for education, work, and personal health reasons," said Dave Watson, Comcast Cable Chief Executive Officer. "Our employees also live and work in virtually every community we serve, and we all share the same belief that it's our Company's responsibility to step up and help out."

Comcast is taking steps to implement the following new policies for the next 60 days, and other important initiatives:

- **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the "xfinitywifi" network name in the list of available hotspots, and then launch a browser.
- **Pausing Our Data Plan:** With so many people working and educating from home, we want our customers to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.
- **No Disconnects or Late Fees:** We will not disconnect a customer's internet service or assess late fees if they contact us and let us know that they can't pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.
- **Internet Essentials Free to New Customers:** As announced yesterday, it's even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, the nation's largest and most comprehensive broadband adoption program. New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward.
- **News, Information and Educational Content on X1 and Flex:** For those with school-age students at home, we've created new educational collections for all grade levels in partnership with Common Sense Media. Just say "education" into your X1 or Flex voice remote. To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say "Coronavirus" into your X1 or Flex voice remote.

- **24x7 Network Monitoring:** Underpinning all of these efforts, Comcast's technology and engineering teams will continue to work tirelessly to support our network operations. We engineer our network capacity to handle spikes and shifts in usage patterns, and continuously test, monitor and enhance our systems and network to ensure they are ready to support customer usage. Our engineers and technicians staff our network operations centers 24/7 to ensure network performance and reliability. We are monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well.

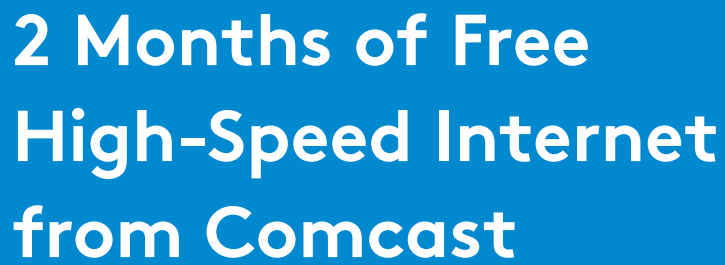
For more information and updates from Comcast related to Coronavirus, visit:

<http://www.comcastcorporation.com/COVID-19/>

About Comcast

Comcast Corporation (Nasdaq: CMCSA) is a global media and technology company with three primary businesses: Comcast Cable, NBCUniversal, and Sky. Comcast Cable is one of the United States' largest high-speed internet, video, and phone providers to residential customers under the Xfinity brand, and also provides these services to businesses. It also provides wireless and security and automation services to residential customers under the Xfinity brand. NBCUniversal is global and operates news, entertainment and sports cable networks, the NBC and Telemundo broadcast networks, television production operations, television station groups, Universal Pictures, and Universal Parks and Resorts. Sky is one of Europe's leading media and entertainment companies, connecting customers to a broad range of video content through its pay television services. It also provides communications services, including residential high-speed internet, phone, and wireless services. Sky operates the Sky News broadcast network and sports and entertainment networks, produces original content, and has exclusive content rights. Visit www.comcastcorporation.com for more information.

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Offer ends April 30, 2020. Restrictions apply. Limited to Internet Essentials ("IE") service from Comcast for new residential customers meeting certain eligibility criteria. Offer limited to 2 months of complimentary Internet Essentials service. Taxes extra. After promotion, regular rates apply. Comcast's current rate is \$9.95/mo. (subject to change). Advertised price applies to a single outlet. Actual speeds may vary and are not guaranteed. For factors affecting speed visit www.xfinity.com/networkmanagement. If a customer is determined to be no longer eligible for the IE program, regular rates will apply to the selected Internet service. Subject to Internet Essentials program terms and conditions. May not be combined with other offers. Call 1-855-846-8376 for restrictions and complete details or visit InternetEssentials.com. © 2020 Comcast. All rights reserved. FLY-ILL-BIL-0320



2 meses gratis de Internet de alta velocidad de Comcast

Internet Essentials de Comcast te ofrece un Internet de alta velocidad económico. Queremos que sea más fácil conectarse para los hogares de bajos recursos conectarse, para que puedan fácilmente puedan trabajar desde casa, acceder a recursos educativos y mantenerse en contacto con familiares y amigos. **Podrías ser elegible para dos meses de servicio gratis de Internet Essentials.** Disponible solo para clientes nuevos de Internet Essentials. **Aplica antes del 30 de abril del 2020.**

Podrías calificar si:

- 1 Eres elegible para programas de asistencia pública como el Programa Nacional de Almuerzos escolares (NSLP), asistencia para viviendas públicas, Medicaid, cupones para alimentos (SNAP), SSI, y otros.
- 2 Vives en un área donde el servicio de Internet de Comcast está disponible.
- 3 No has estado suscrito al servicio de Internet de Comcast en los últimos 90 días.
- 4 No tienes ninguna deuda pendiente con Comcast de menos de un año de antigüedad.

\$9.95

al mes + impuestos
después del
período promocional

Sin contrato

Sin revisión de crédito

Sin cargo por instalación

Hasta 25/3 Mbps

¡Solicítalo ahora!

es.InternetEssentials.com

1-855-SOLO-995

(1-855-765-6995)

internet» essentials

FROM COMCAST

La oferta termina el 30 de abril del 2020. Se aplican restricciones. Limitado al servicio de Internet Essentials ("IE") de Comcast para nuevos clientes residenciales que cumplan con ciertos requisitos de elegibilidad. Oferta limitada a 2 meses de servicio de Internet Essentials gratuito. Impuestos adicionales. Después de la promoción, se aplican las tarifas regulares. La tarifa actual de Comcast es \$9.95 al mes (sujeta a cambios). El precio anunciado se aplica a una sola conexión. Las velocidades reales pueden variar y no están garantizadas. Para factores que afectan a la velocidad, visite es.xfinity.com/networkmanagement. Si se determina que un cliente ya no es elegible para el programa de IE, se aplicarán las tarifas regulares al servicio de Internet seleccionado. Sujeto a los términos y condiciones del programa de Internet Essentials. No se puede combinar con otras ofertas. Llame al 1-855-765-6995 para obtener las restricciones y detalles completos o visite es.InternetEssentials.com. © 2020 Comcast. Derechos Reservados. FLY-ILL-BIL-0320



Comcast Increases Access to and Speeds of Internet Essentials' Low-Income Internet Service to Support Americans Through the Coronavirus Pandemic

Dana Strong, President, Consumer Services, Comcast Cable

As our country continues to manage the COVID-19 emergency, we recognize that our company plays an important role in helping our customers stay connected – to their families, their workplaces, their schools, and the latest information about the virus – through the Internet.

We also know that for millions of low-income Americans who don't have Internet service at home, this uncertain time is going to be even more difficult to manage. As schools and businesses close and families are encouraged, or even mandated, to stay home, Internet connectivity becomes even more important.

At Comcast, we've been looking for ways to help through our Internet Essentials program, which is the nation's largest and most comprehensive broadband adoption program for low-income Americans. Since 2011, it has connected millions of individuals to the Internet.

A hallmark of this program has been our flexibility in adjusting Internet Essentials to meet the needs of low-income residents in our footprint. So, effective Monday, we are putting in place two substantial program enhancements to help these families deal with this crisis.

1. We will make it even easier for low-income families who live in a Comcast service area to sign up by offering new customers 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month.
2. Also, we are increasing Internet speeds for the Internet Essentials service from 15/2 Mbps to 25/3 Mbps for all new and existing customers, which will be the speed of the service going forward. In this way, we will ensure that Internet Essentials customers will be able to use their Internet service for all their increased needs as a result of this health crisis.

We want to make it as fast and simple as possible to access this service:

- To receive the increased Internet speeds, existing customers will not need to do anything. The new speeds will be rolled out nationally over the next few days.
- We'll send all new customers a free self-install kit that includes a cable modem with a Wi-Fi router. There will be no term contract or credit check and no shipping fee.
- To sign up, applicants can simply visit www.internetessentials.com. The accessible website also includes the option to video chat with customer service agents in American Sign Language. There are also two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish.

We're also reaching out to our thousands of governmental and nonprofit partners to help us spread the word. Our hope is that broader access and faster speeds will help all of our Internet Essentials customers more easily work from home, access educational resources, obtain important government health care alerts, and stay in contact with their families during this difficult time.



Comcast aumenta el acceso y la velocidad de Internet Essentials, el servicio de Internet para hogares de bajos recursos, con fin de dar apoyo a personas de todo el país durante la pandemia del Coronavirus

Dana Strong, Presidenta, Servicios al Consumidor, Comcast Cable

A medida que nuestro país continúa haciendo frente a la emergencia del COVID-19, reconocemos que nuestra compañía tiene un papel importante en ayudar a nuestros clientes a mantenerse conectados: a sus familias, sus empleos, sus escuelas y a la información más reciente sobre el virus, a través del Internet.

También sabemos que para millones de personas de bajos recursos en todo el país que no tienen servicio de Internet en el hogar, estos tiempos inciertos serán aún más difíciles de manejar. Mientras escuelas y empresas cierran y se aconseja a las familias, o hasta se les exige, quedarse dentro de sus hogares, tener conexión al Internet se vuelve aún más importante.

En Comcast, hemos estado pensando en formas de ayudar a través de Internet Essentials, el programa de adopción de Internet más grande y completo del país para personas de bajos recursos. Desde el 2011, ha conectado a millones de personas al Internet en todo el país.

Un aspecto importante de este programa ha sido nuestra flexibilidad modificando Internet Essentials para satisfacer las necesidades de residentes de bajos recursos en nuestra zona de servicio. A partir del lunes, implementaremos dos importantes mejoras al programa para ayudar a estas familias a hacer frente a la crisis.

1. Haremos que sea aún más fácil inscribirse para familias de bajos recursos que vivan en un área de servicio de Comcast ofreciéndole a clientes nuevos 60 días de servicio gratuito de Internet Essentials, lo que normalmente está disponible a hogares calificados por \$9.95 al mes.
2. Además, aumentaremos las velocidades de Internet del servicio Internet Essentials de 15/2 Mbps a 25/3 Mbps para clientes actuales y nuevos, que será la velocidad del servicio de ahora en adelante. De esta manera, nos aseguraremos de que nuestros clientes puedan usar su servicio de Internet para todas las necesidades que resulten de esta crisis.

Queremos que acceder a este servicio sea lo más rápido y fácil posible:

- Los clientes actuales no necesitarán hacer nada para recibir el aumento en velocidad. Este aumento se implementará en todo el país durante los próximos días.
- Enviaremos a todos los clientes nuevos un paquete de autoinstalación gratuito que incluye un módem con cableado con router de WiFi. No habrá contrato de plazo fijo, ni verificación de crédito, ni cargos por envío.
- Para inscribirse, pueden simplemente visitar www.internetessentials.com. El sitio web incluye opción de video chat con agentes de Servicio al Cliente en lenguaje de señas. También hay dos números de teléfono dedicados: 1-855-846-8376 para inglés o 1-855-765-6995 para español.

También estamos trabajando con nuestros miles de socios gubernamentales y organizaciones sin fines de lucro para ayudar a difundir este mensaje. Esperamos que un acceso más amplio y velocidades más rápidas ayuden a todos nuestros clientes de Internet Essentials para que trabajen más fácilmente desde su

hogar, accedan a recursos educativos, obtengan alertas de salud pública y se mantengan en contacto con sus familias durante estos momentos difíciles.