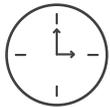


# Our customers deserve the best.

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.



### SOCIAL CARE

Tripled our social care team and improved social media response time by 98%.



### ON-TIME ARRIVALS

Hit 98.9% on-time arrival rate for scheduled appointments.



### MORE PEOPLE

Hired thousands of U.S.-based call center reps, technicians, store experts and digital care experts to get to customers faster.

### Opening four new call centers

Opening new call centers in Albuquerque, NM, Tucson, AZ, Spokane, WA and Charleston, SC so we can serve our customers faster.

### All employee training

Since September 2015, conducted 6,000 peer-led training sessions with nearly 80,000 employees focused on what we need to do to deliver better customer service. From senior leaders to frontline employees, all were asked to focus on what they can do to make a positive difference for our customers.

### 2,400 military hires in 2015

On track to hire an additional 10,000 by the end of 2017.

### 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.

### Over 100,000 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.

2

## IMPROVING AND SIMPLIFYING THE EXPERIENCE.



### DIGITAL SUPPORT

More than 9 million customers using My Account to restart devices, make payments and schedule a call with us.



### EASIER RETURNS

2.5 million Xfinity devices delivered to The UPS Store since September 2014.



### REDESIGNING STORES

Eliminating lines and creating an interactive environment. 170 Xfinity Store renovations completed.



### EASIER ORDERING

Partnered with Amazon to make the purchase process seamless.

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 within 30 days, 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.

# Creating products people love.

We have thousands of engineers and technologists who are responsible for building the network, platforms and products that tens of millions of people enjoy every day.

## WE CREATE PLATFORMS THAT DELIVER AMAZING EXPERIENCES.

### X1

Quickly search and navigate live TV & tens of thousands of on demand movies and shows. Installing 40,000 boxes per day.



### HIGH SPEED INTERNET

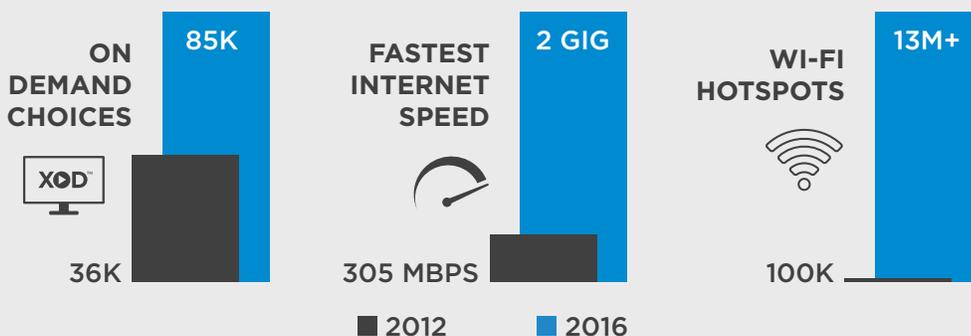
Increased speeds 17 times in 15 years. Added 13 million Wi-Fi Hotspots. 77% of users have access to 50 Mbps or faster, and Gigabit speeds are available nationwide.



### VOICE CONTROL

Search and navigate TV with your voice. More than 6 million homes have a voice remote and we're shipping 70,000 new ones every day.

## WE'RE INNOVATING TO DELIVER MORE VALUE.



## CREATING A SMARTER NETWORK FOR THE SMART HOME.



### NETWORK RELIABILITY

Network-monitoring tools that can detect issues long before customers experience interruptions.



### SMARTER NETWORK

Powerful enough to meet growing demand, but flexible enough to anticipate new trends.



### INTERNET OF THINGS

A single home automation platform that helps consumers control Internet of Things (IoT) devices and home security.

### Making products accessible

Built the industry's first "talking guide" for people who are blind and created a customer service call center specifically dedicated to those with disabilities.

### Creating options for multicultural viewers

More than 100 networks geared toward diverse audiences. X1 has a new Spanish-Language TV interface and voice remote now recognizes spanish commands.

### Appealing to a new generation of customers

Xfinity on Campus lets students watch their favorite shows and movies on devices, anywhere on campus.

### Serving businesses, big and small

Offering high-performance Ethernet, cloud-computing and video and voice services to small and mid-size businesses. Launched an enterprise group in 2015, establishing a new choice for large business customers.

### Partnerships that drive innovation

