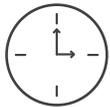


Our customers deserve the best.

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 95%.



ON-TIME ARRIVALS

Over 97% 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 five new call centers

Opening new call centers in Albuquerque, NM, Tucson, AZ, Spokane, WA, Ft. Collins, CO 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 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

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



EASIER RETURNS

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



REDESIGNING STORES

Eliminating lines and creating an interactive environment. 175 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.



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