

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.



ON-TIME ARRIVALS

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.



SOCIAL CARE

We quadrupled the size our Digital Care team since 2015 and have handled nearly 350,000 interactions on social media so far this year.

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.

Customer callbacks

Proactively called back 95,000 customers after their interactions with us to hear how we're doing.

Nearly 7,000 military hires since 2014

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

More customer tools

10.3 million uses of X1 self-service features, customers are managing their accounts on the biggest screen in their homes.

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



EASIER RETURNS

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



REDESIGNING STORES

Eliminating lines and creating an interactive environment. 198 Xfinity Store renovations completed.



MAKING PROGRESS

Received 4 million fewer calls so far this year because our products are more reliable and we're fixing it right the first time.

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

More than 52% of customers have X1, allowing them to quickly search and navigate live TV & tens of thousands of on demand movies and shows.



HIGH SPEED INTERNET

Increased speeds 17 times in 16 years. Added 17 million Wi-Fi Hotspots. Over half of our residential customers have speeds of 100Mbps.



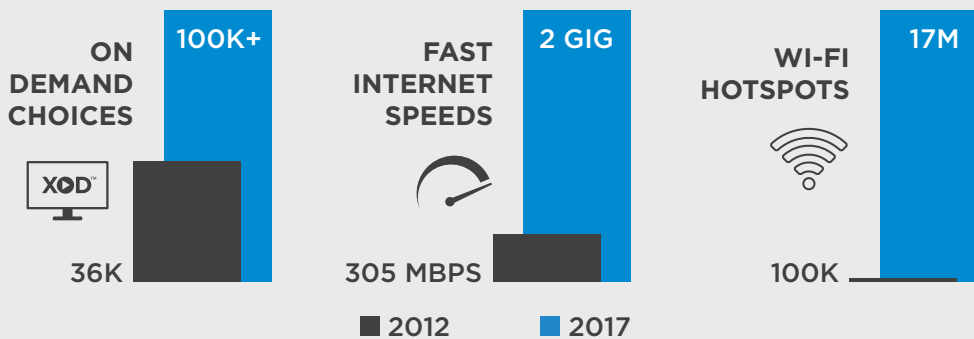
VOICE CONTROL

Search and navigate TV with your voice. More than 14 million homes have a voice remote.

xfinity xFi

Now customers have more visibility and control of their home Wi-Fi network and can do things like pause internet.

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

