

March 23, 2020

To our customers,

Together, we find ourselves in an extraordinary situation with COVID-19. In the past few weeks, things have moved very quickly, and this pandemic is affecting all of our communities, our families and our very way of life.

We are here to help you – we know how critical it is that you stay connected to essential services, including Internet, TV and phone. We also need to keep our employees safe and healthy, which is why we're continuing to make operational changes.

Meeting Customer Needs

Here are some of the ways that Xfinity is at your service and keeping you connected:

- **We continue to focus on network reliability and performance**, with network engineers, operations centers and maintenance crews working 24/7 to ensure that our services continue to perform as you expect and need.
- **Everyone can access out-of-home WiFi hotspots**: Xfinity WiFi Hotspots in out-of-home locations are available for free to anyone who needs them to support communities through this challenging time. Follow instructions at xfinity.com/wifi to join a hotspot.
- **More entertainment content is now available for you to watch for free**: We have worked with our partners to provide a range of additional free content to keep you entertained while you're at home. You can find it by saying "**Free**" into your Xfinity Voice Remote.
- **We are continuing to grow the educational resources available for school age children**, with new content from Curiosity Stream, History Vault, Reading Corner, Kids Room, and Great Lectures. You can find this by saying "**Education**" into your Xfinity Voice Remote.
- **We are bringing select new release movies straight to X1**: As movie theaters close and more and more people remain home, we have made select new release pictures available on X1 including *Onward*, *The Invisible Man* and *Emma*.
- **We have phone support and a range of digital tools to manage your services**: We have already transitioned thousands of customer service representatives to work from home. We have teams working around the clock to help our call centers make this transition to work from home while continuing to support our customers. We appreciate your patience in case you experience longer wait times with our phone representatives. It may be faster to use our digital tools to manage your services or get help. These robust digital tools deliver quick, individualized support, and you can learn more about these tools [here](#) and below.

Protecting our Employees and Customers

We appreciate your patience as we implement new guidelines to help keep our customers and our teammates safe and healthy:

- **We are reducing our store hours and the services available in-store:** Xfinity Stores provide essential support to keep you connected to your Internet, TV, home phone and mobile services. We want to continue to meet the needs of customers while limiting potential exposure of our employees and customers.

We have reduced our store hours, increased cleanings, instituted social distancing practices and limited the services available in-store to the following: equipment exchanges, kiosk bill payments, new Internet equipment pick-up and mobile device replacement ordering. To check the status and hours of an Xfinity Store, visit xfinity.com/stores.

- **Our technicians will only enter customers' homes when necessary:** Our technicians will only enter customers' homes when it's necessary, to ensure they are connected to essential services that they need right now. We have increased safety measures, such as asking our technicians to do daily temperature checks and additional sanitization practices. We have also given our technicians new guidelines for customer interactions to help keep them and you safe at this time.
- **Working from home:** To support public health efforts, we've asked every employee who is able to work from home, to do so, in every office across the country. This includes thousands of customer service representatives who are continuing to work to meet your needs – on the phone or in chat – in the event you need more assistance than our digital tools provide.

We will continue to work hard to deliver the services you depend on and provide frequent updates on those efforts. For the latest information on our response to the coronavirus and tips, please visit xfinity.com/prepare.

Thank you for continuing to trust Xfinity to keep you connected, and please stay safe.



Dave Watson
President & CEO
Comcast Cable

Quick Reminder of our Digital Tools

- Download the [Xfinity My Account app](#) for support, including to pay your bill, change your WiFi name and password, check for service outages, explore your TV channel lineup and troubleshoot your Xfinity equipment.
- The [Xfinity Assistant](#) is available for chat in the My Account app, Facebook Messenger (through the Xfinity Facebook page) and the xFi app, to answer a range of questions, such as how to troubleshoot.
- Say "Help" into your X1 Voice Remote for help and support, including troubleshooting.