



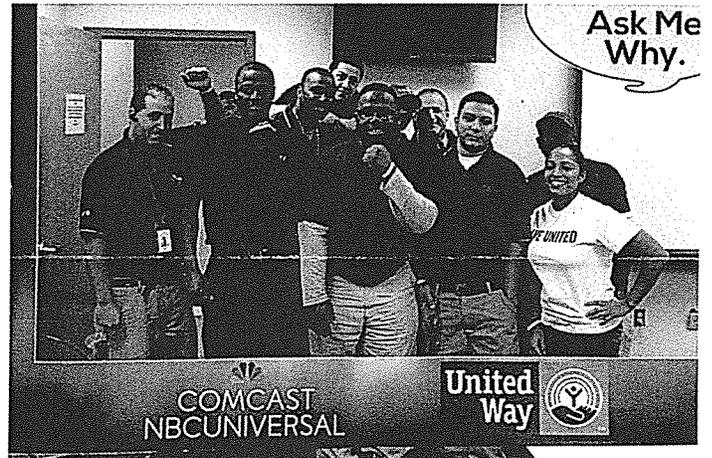
# COMCAST CONNECTIONS

## LOOKING FORWARD GIVING BACK



### A Record \$10 Million To Help United Way Transform Lives

Having partnered with United Way for almost 50 years, Comcast was thrilled that the 2015 campaign topped our company record, with \$10 million raised for United Way. Employees pledged nearly \$8 million, with many contributing a portion of every paycheck to help people in need, and the Comcast Foundation contributed more than \$2 million. Comcast's Voorhees office netted more than \$1,600 for United Way. United Way has touched the lives of many Comcast employees who are proud that their pledges continue to transform lives for those in need.



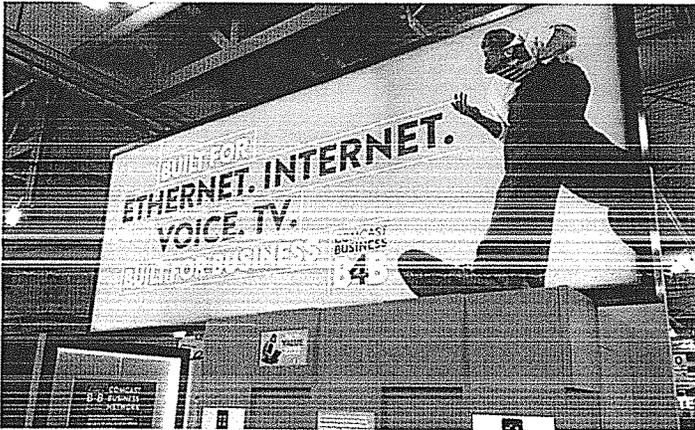
Comcast employees "get in the picture" with Ghiliane Soto (far right) from United Way of Greater Union County.



Comcast employees Sherryl Layton (left), Theresa Riley (far right), and Estella Whitt (second from right), present a check to Steve Tyson of United Way.

## Comcast Business Makes the Grade with over 75 Schools

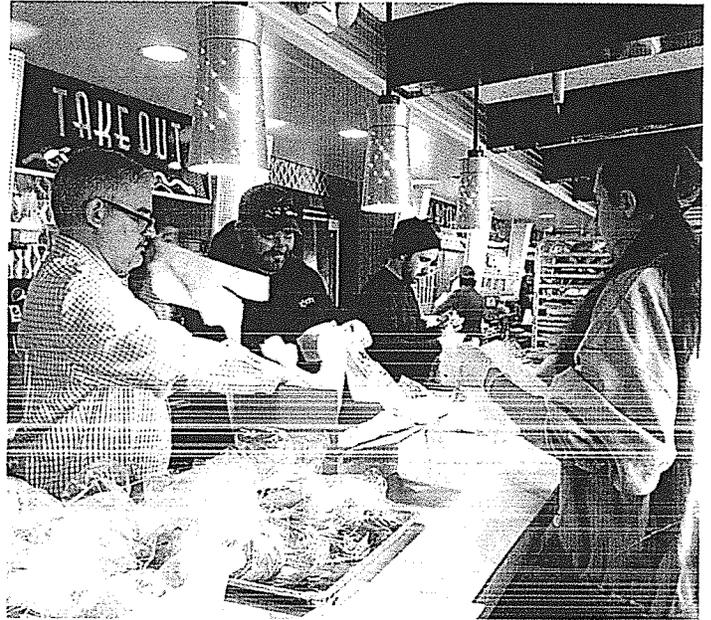
More than 75 K-12 New Jersey schools are using a diverse portfolio of high-capacity Ethernet services supplied by Comcast Business. Comcast Business Ethernet services support the surge in laptops, tablets, smartphones, and other mobile devices as well as improve access to online assessment tools and web-based educational resources to help improve learning. Comcast Business Ethernet services allow schools to utilize higher amounts of network capacity more cost-effectively as well as enabling multiple schools within a given district to connect so that students can collaborate with each other via a secure network.



Comcast Built for Business exhibit at the New Jersey School Boards Association Workshop 2015 in Atlantic City.

## Thankful and Giving

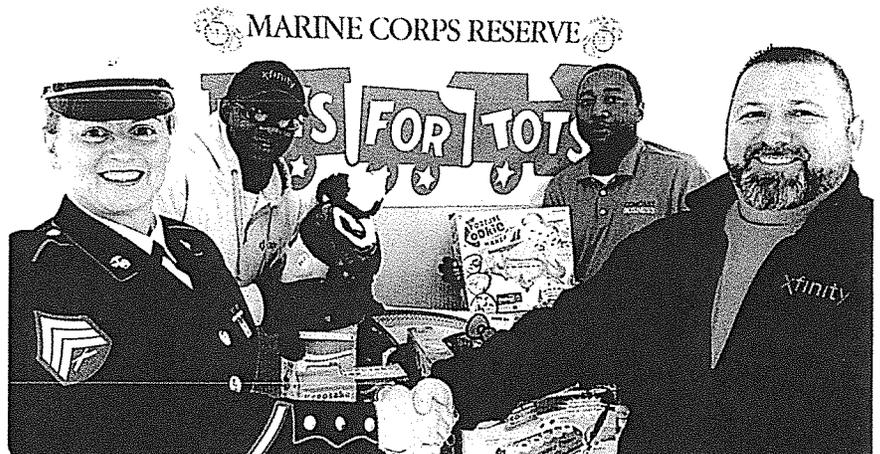
For the past twenty-three years, Comcast employees, families, and friends have volunteered to package and deliver hot Thanksgiving meals to low income elderly and disabled individuals throughout Hightstown, East Windsor, Cranbury, and Monroe, in partnership with the local nonprofit, Americana Diner and Rise.



Comcast technicians Bryan Misier and Frank Scattareggia [wearing hats] package hot Thanksgiving meals for those in need.

## Getting Together To Spread Holiday Cheer

Comcast's employee resource groups, including VetNet, the Women's Network, and Young Professionals Network, combined efforts to donate food and hundreds of toys to local nonprofits, including Toys for Tots and the Children's Hospital of New Jersey, as well as sending 150 holiday cards and notes to veterans living at Veterans Haven.



Pictured L to R: Stacey Van Liere, Darrin Brogsdale, Ron Emile and Glen Davis, Comcast employees, with Toys for Tots donations.

## Comcast Employees Honored for Military Service

Two Comcast technicians - Doug Whilden, an Air Force veteran of the Vietnam War era, and William Rivera, a Marine Corps veteran during the Somalia conflict, were recognized for their military service during a "Honoring Our Heroes: Past, Present & Future" celebration, part of The History Channel's "Take A Vet To School" program. Eighth grade students at Veterans Memorial School recognized the Comcast employees along with many other veterans and family members representing deceased vets. Comcast and The History Channel were also recognized for partnering with the school since "Honoring Our Heroes: Past, Present & Future" began six years ago.

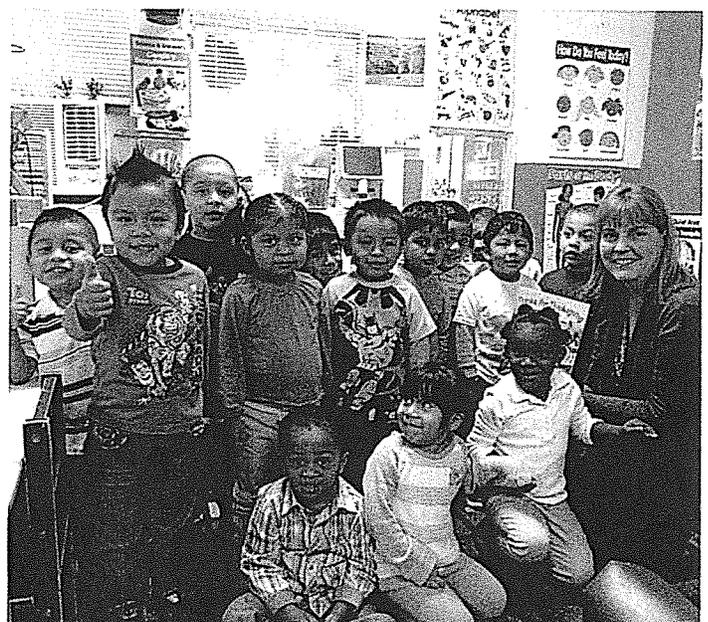
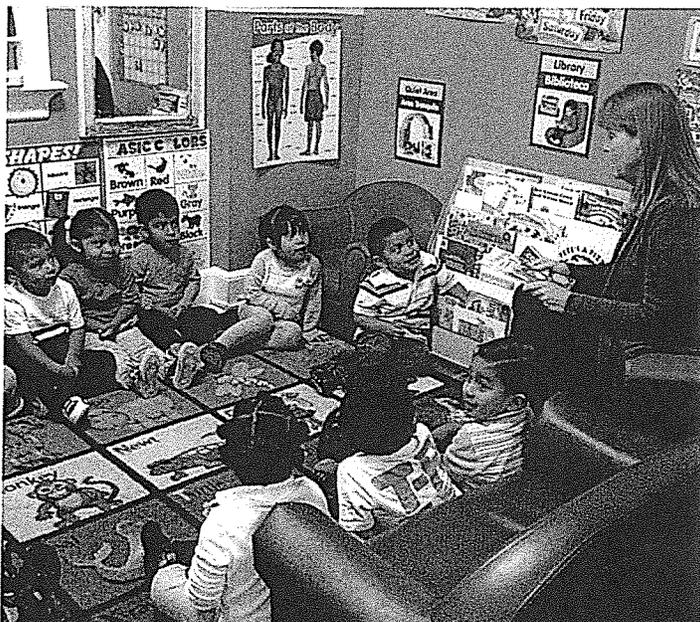


*Veterans Memorial School students honor Comcast technicians and military veterans Doug Whilden and Will Rivera.*

## Women Leaders Share Stories and Thanks

Kimberly Smith, Comcast Director of Community Investment, stopped by Roselle Day Care to read the story "Thanks for Thanksgiving" and learned what pre-school students were thankful for. Kimberly and other members

of United Way of Greater Union County's Women's Leadership Council visited day care centers as part of an ongoing effort focused on early childhood literacy.



## Boys & Girls Clubs Celebrate Sixty Years

Comcast was excited to help the Boys & Girls Clubs of Union County celebrate their 60th anniversary at their gala and fundraiser. A three-year, \$75,000 grant from the Comcast Foundation supports My.Future digital technology training at the Boys & Girls Club.



Pictured L to R: Jim Clark, President, Boys & Girls Clubs of America; Russ Triolo, CEO of Boys & Girls Clubs of Union County; student members of the Keystone Club; and Kimberly Smith, board member and Comcast Director of Community Investment.

## Transforming the Customer Experience: What We Heard

Comcast is on a mission to make the customer experience our best product. Here are recent comments directly from our customers.

*The tech for Comcast...was amazing...he was prompt and on time. Dom was very friendly and let us know what he was doing every step of the way while doing the install, he was a pleasure to have as a technician. His overall rating is a 10++.*  
Thank you sincerely - Ebony

*My wife and I have been Comcast customers for many years. A few days ago we spoke with your customer service department to see if they could help us with a TV reception/connectivity issue... earlier today, Comcast service technician*

*Nate came to our house...Nate rose to the occasion and was very customer-oriented. He thoroughly tested the situation with the new TV connected, and then went back to his truck and brought a small replacement box with HDTV connection. And he did whatever was necessary in terms of reprogramming so the TV and the box worked in harmony, and we now have great reception. Nate also helped correct a remote control volume problem we had on another TV... Nate has a great disposition, was highly efficient, and demonstrated he knows his stuff...we're truly delighted about having Nate be the onsite service technician assigned to us. Congrats to Comcast for having people like Nate as your brand ambassadors!* - Ron & Lauren

## When Officials and Legislators Gather, Comcast Newsmakers Is There

Municipal officials and legislators gathered for the New Jersey State League of Municipalities conference and Comcast Newsmakers taped 65 interviews with those in attendance. In 2015, the State League of Municipalities

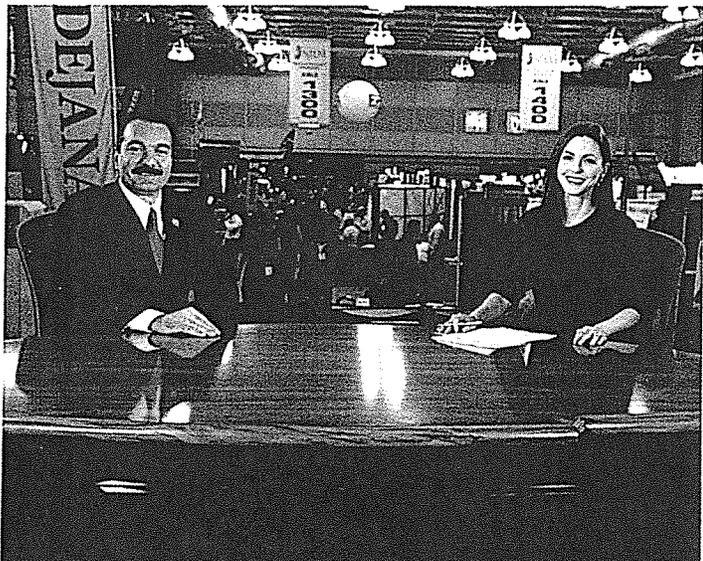
celebrated its 100th anniversary and Comcast Newsmakers has been on hand to tape key legislators and the issues for the last 15 years.



*Pictured L to R: Atlantic City Mayor Don Guardian with Jill Horner, host of Comcast Newsmakers, and Fred DeAndrea and Rob Clifton, Comcast Directors of Government Affairs.*



*Sen. Jennifer Beck with Comcast Newsmakers host Jill Horner at the State League of Municipalities Conference.*



*Assembly Speaker Vincent Prieto with Comcast Newsmakers host Jill Horner.*

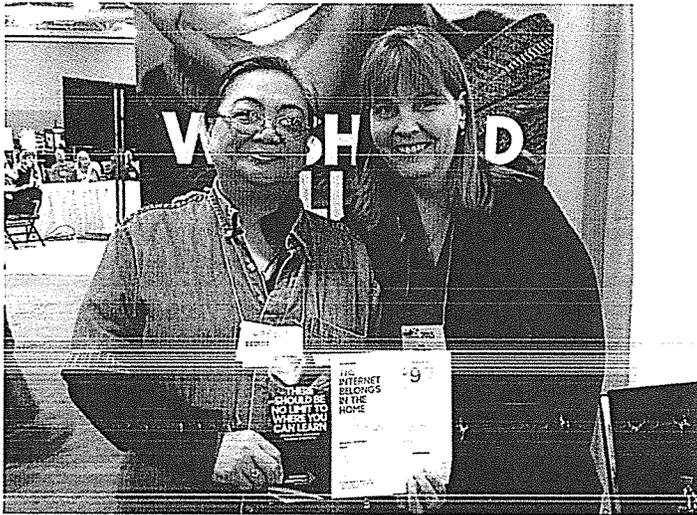


*Clinton Mayor Janice Kovach taping Comcast Newsmakers with host Jill Horner during the State League of Municipalities Conference.*

## Helping Close the Digital Divide with Internet Essentials

During the New Jersey Education Association's annual conference, Comcast shared information about Internet Essentials, the nation's largest and most comprehensive high-speed Internet adoption program for low income families.

Lory Estefa (left) from Plainfield stops by to discuss Internet Essentials with Kimberly Smith, Comcast Director of Community Investment.



## Bringing the Web and TV to Life for the Visually Disabled

At the New Jersey State Library's Talking Book & Braille Center (TBBC) Fall Festival, Kimberly Smith shared information about XFINITY X1 accessibility features for the visually disabled, such as the talking guide and voice remote. The Comcast Foundation funded sitecues® software, designed to magnify and read aloud text on websites, for the New Jersey State Library's website and TBBC's Outspoken Library computer kiosks in thirty-eight public libraries and three veterans homes.



## It Takes a Village to Break Guinness World Record

With help from Comcast, corporate and private supporters, and the community at large, the Rescue Mission of Trenton shattered the Guinness World Record for the largest collection of clothing for recycle/donation in the world. The record was broken with 179,550 items of clothing collected, or almost 90,000 pounds of clothes. Donated clothing will be given to clients in need, or sold in the thrift store with proceeds going back to the Rescue Mission. Comcast was a proud supporter of the initiative providing PSA airtime for spots promoting the effort.



**RESCUE MISSION OF TRENTON**  
100 YEARS Rebuilding Lives and Breaking Records

## New Vice President of Inclusion and Multicultural Marketing



Janet Uthman has been named Vice President of Inclusion and Multicultural Marketing for the company's Northeast Division. In this new role, Uthman will be responsible for the planning and execution of diversity and inclusion efforts and multicultural marketing strategy across the Division's footprint.

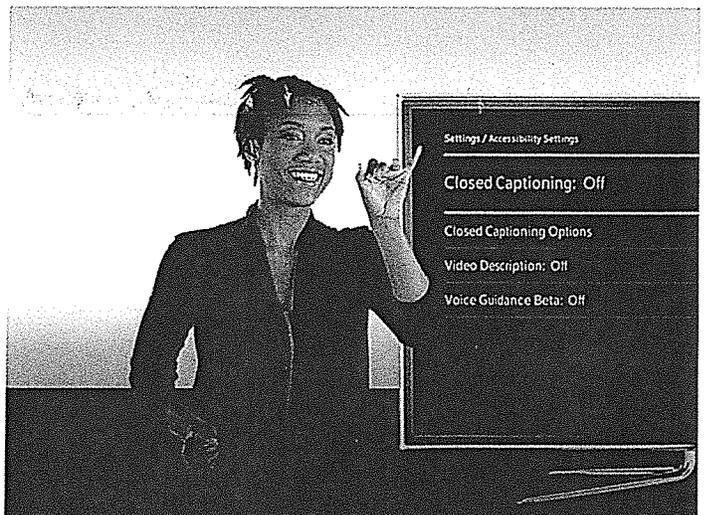
Uthman holds a Masters of Business Administration in Marketing from UCLA Anderson School of Management and a Bachelor of Science Degree in Accounting and Finance from UC Berkeley. She is active in many community and industry organizations, including Women in Cable Telecommunications (WICT), and serves on the Board of Directors for the National Black MBA Association. Uthman also recently completed a three-year term on the board of the Urban League of Hartford.

## Comcast Launches American Sign Language Tutorial Videos

For people who are deaf or hard of hearing, closed captions are essential when watching a movie or show. Comcast wants the entertainment experience to be enjoyable for the hearing impaired and is always working to ensure that by providing new resources and functionality.

Now there are a series of American Sign Language (ASL) tutorial videos available across each Comcast platform – including X1, TV Go on the web and the XFINITY TV mobile app – that provide details about how to turn closed captioning on and off. These videos feature deaf individuals – not actors or ASL interpreters – who explain each step in sign language.

The tutorials are available in one convenient place at [xfinity.com/ASL](http://xfinity.com/ASL), at [youtube.com/xfinity](http://youtube.com/xfinity) and in help and support articles at [xfinity.com/accessibilitysupport](http://xfinity.com/accessibilitysupport).



## Comcast Adds Six More Countries for Free Calls to Mobile Phones

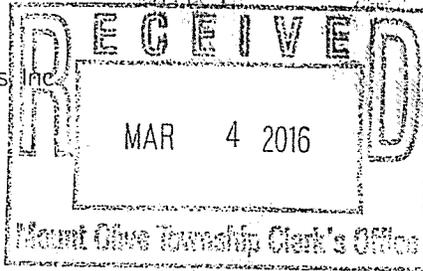
Comcast has improved one of its international long distance calling plans – Carefree Minutes Latin America 300 – by adding the ability to make calls to mobile phones in six countries: Brazil, Chile, Colombia, Costa Rica, Dominican Republic, and Venezuela.

In addition to these new calling destinations, customers who have the Carefree Minutes Latin America 300 plan can already make five hours of calls a month to landlines in 17

Latin American countries, including: Argentina, Brazil, Bolivia, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Nicaragua, Panama, Paraguay, Peru, Uruguay, and Venezuela.



Comcast Cable Communications Inc.  
800 Rahway Ave.  
Union, NJ 07083



PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE  
PAID  
AYER, MA 01432  
PERMIT # 160

### Comcast Connections

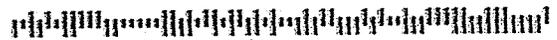
is published by the Freedom Region Government Affairs Department and is distributed to local elected officials and community leaders.

Bob Smith

Vice President of Government and Regulatory Affairs

Kimberly Smith

Director of Community Investment



MOUNT OLIVE TOWNSHIP  
MUNICIPAL COUNCIL  
P.O. BOX 450  
204 FLANDERS DRAKESTOWN RD  
BUDD LAKE NJ 07828-3800

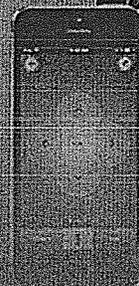
## Reinventing the Video Experience — Again

At Comcast, we're always looking forward, but even as we do, we thought the start of the year was a good time to reflect on some of the many X1 enhancements we made last year – big and small – that are truly reinventing the video experience for customers.

In 2015, we launched the voice remote, significantly enhanced our sports app, created a Kids Zone, and launched the Spanish Guide. But these were just a few of the hundreds of new features we added – all with the goal of making the X1 experience seamless, intuitive and simple for customers. In addition:

- We integrated Common Sense Media ratings throughout the X1 experience.
- Created a start-over-notification for live-TV listings, letting customers know the same program is available on XFINITY On Demand to watch from the beginning.
- Added the DVR Auto Extend feature, keeping customers from ever missing the end of a recorded live sporting event.
- And as part of our commitment to making the X1 experience accessible for everyone, we added Secondary Audio Programming (SAP) indicators as well as a Video Description Icon on all program listings. We also updated the video toolbar to enable our multilingual and accessibility customers to more quickly and easily turn SAP and video description on and off.

And all of this is just the beginning – stay tuned in 2016 for hundreds of additional X1 improvements and enhancements – including some we probably haven't even dreamed up yet.



xfinity  
Guide Saved On Demand Search

saved on demand search

