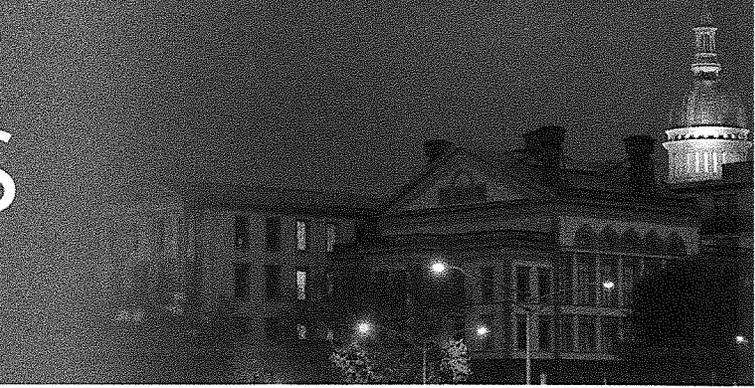




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# COMCAST CONNECTIONS

## LOOKING FORWARD GIVING BACK



### New High-Tech XFINITY Store Opens in Toms River

Comcast welcomed customers to a new, interactive XFINITY store in Toms River. The high-tech store is designed entirely around customer needs, providing everyone an opportunity to explore and interact directly with the latest XFINITY products and services. Customers can learn about the newest products from information kiosks and visit product bars to watch XFINITY TV, test drive XFINITY Internet speeds, try out apps like XFINITY TV GO, and experience XFINITY Voice. Customers can also pay their Comcast bills as well as return and pick up equipment at the store.

*"The whole point was to make it a better experience for customers...we're reimagining the customer experience from soup to nuts," said Jennifer Bilotta, Comcast Director, Public Relations.*



Comcast team opens new XFINITY store in Toms River.

### Sounding Off on Important Issues

The 34th annual Sound Off for South Jersey Conference, sponsored by Comcast, brought together more than 300 business leaders and federal, state, and local officials addressing current legislative issues important to economic and business development.



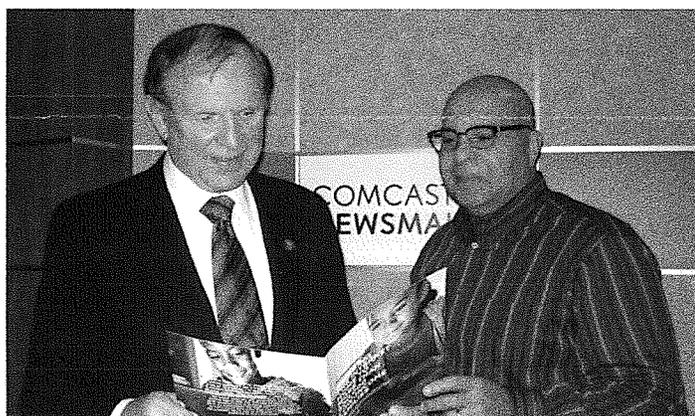
*Pictured L to R: Sen. Jim Whelan; Kathy Farinaccio, Comcast Senior Manager of Government Affairs; and Scott Speirs, Comcast Spotlight Sales Manager.*

## Comcast Newsmakers Educates and Informs our State

Students from Ocean County Community College (OCC) shadowed the Comcast Newsmakers production team during a Newsmakers taping at OCC's TV studio. Students observed from the control room as the team produced a dozen local segments, including interviews with elected officials and nonprofit leaders.



Comcast Newsmakers team with students from Ocean County Community College.



Sen. Raymond Lesniak chats with Charles Smith, Comcast Director of Government Affairs, while a guest of Comcast Newsmakers.



Sen. Richard Codey [right] with Comcast Newsmakers host Jill Horner and Comcast Director of Government Affairs Charles Smith.



Comcast Government Affairs Manager Kathy Farinaccio and Comcast Newsmakers host Jill Horner with Michael Testa, Chair of Big Brothers Big Sisters of Cumberland and Salem Counties.



Kathy Farinaccio, Comcast Government Affairs Manager, with Lavinia Awosanya of the Food Bank of Southern New Jersey, and Comcast Newsmakers host Jill Horner [center].

## Champions for Equality Honored at Alice Paul Awards

Comcast proudly sponsored the annual Alice Paul Equality Awards, honoring women who embody the spirit of equal rights leader Alice Paul, who was born in Mt. Laurel. This year's honorees included Lt. Governor Kim Guadagno, Camden Mayor Dana Redd, Olympic medalist Carli Lloyd, Tracy Riley of Riley & Riley, Passaic County Prosecutor Camelia Valdes, and Debra Rosen of Archer & Greiner. The Alice Paul Equality Awards are in memory of Alice Stokes Paul, who dedicated her life to securing equal rights for all women, led the final campaign for women's right to vote, and wrote the Equal Rights Amendment.



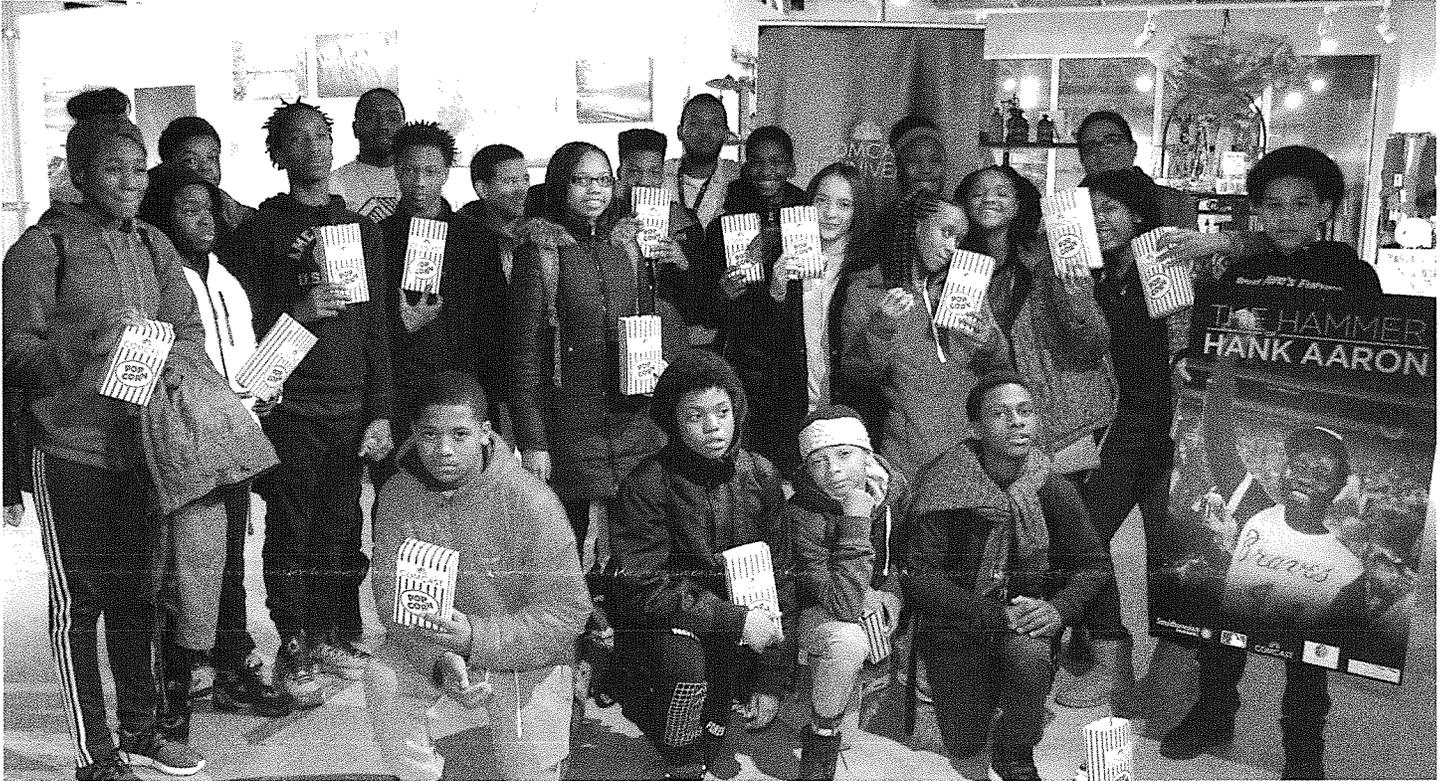
*Alice Paul Institute Ambassadors Meredith Baubles [left] and Chloe Carr at the Alice Paul Equality Awards.*



*Pictured L to R: Camden Mayor Dana Redd; Passaic County Prosecutor Camelia M. Valdes; and Lt. Gov. Kim Guadagno, pleased to be honored at the Alice Paul Equality Awards.*

## “The Hammer of Hank Aaron” Connects with African American History

In celebration of Black History Month, Comcast partnered with Smithsonian Channel, Major League Baseball, and the African American Heritage Museum of Southern New Jersey [AAHMMSNJ] to host a reception and free public screening of “The Hammer of Hank Aaron” documentary.



Boys & Girls Club of Atlantic City's CEO, students, and staff, enjoyed popcorn and a free screening of “The Hammer of Hank Aaron” documentary.



Fred DeAndrea, Comcast Director of Government Affairs [far left] with Sylvetta Snowten, AAHMMSNJ board member [far right] and raffle winners at “The Hammer of Hank Aaron” screening.



Beatrix Jerkins, CEO of Big Brothers Big Sisters of Atlantic and Cape May Counties [second from right], with guests during the reception at “The Hammer of Hank Aaron” screening.

## Calling All Researchers: Comcast Innovation Fund Seeking Projects

The search is now on for the innovative researchers and projects that the fund will back in 2016 and beyond. We specifically designed the fund to be a resource for researchers working on smaller projects that may not qualify for larger grant programs.

To date, the fund has supported 62 projects and the results have been tremendous. Backed by the Innovation Fund, researchers have worked on projects that have ranged from exploring how STEM education is being incorporated into after-school programs, to building open-source tools to detect and combat malicious DNS [Domain Name System] activity, to name just two.

We are particularly interested in supporting projects that:

- Create or advance important open-source projects
- Address critical cybersecurity threats and issues
- Advance the deployment and adoption of IPv6, DNSSEC, and DANE
- Identify performance bottlenecks and other issues in home networks
- Explore the performance and security-related issues in home networks
- Advance understanding of the Internet of Things

Since its first year of operation, the fund has been backed by a million-dollar annual funding commitment from Comcast. Grants range from \$3,000 to \$100,000 or more, depending on the size and scope of the project.

## Seeso Yourself!

# SEE SO

NBCUniversal offers Seeso, an ad-free, comedy streaming service that lets you stream original comedy series, as well as classic comedy shows and live standup broadcasts, to all your Internet-connected TVs, devices, and computers. The name? We've got some really funny stuff here...and we want you to Seeso for yourself!

## XFINITY TV, Internet, and Home Phone Available on Amazon

Comcast recently announced that people can now quickly and easily purchase a broad selection of XFINITY TV, internet and home phone services on Amazon.com. The new online marketplace gives users access to a dedicated customer service team and is another step in Comcast's multi-year effort to transform the customer experience.



## Dalila Wilson-Scott to Lead Community Investment at Comcast

Comcast NBCUniversal has named Dalila Wilson-Scott Senior Vice President of Community Investment and President of the Comcast Foundation. Ms. Wilson-Scott formerly served as Head of Global Philanthropy and President of the JPMorgan Chase Foundation at JPMorgan Chase & Co.

Ms. Wilson-Scott will work collaboratively across Comcast NBCUniversal to provide strategic leadership throughout all aspects of the company's community investment and corporate social responsibility programs, including Comcast Cares Day, Green is Universal, the annual United Way campaign, and the Leaders and Achievers® Scholarship Program. She will also provide leadership over Comcast NBCUniversal's national and global partnerships, including Global Citizen, Red Nose Day, City Year, Boys & Girls Clubs of America, and Big Brothers Big Sisters. In addition, Ms. Wilson-Scott will be responsible for coordinating the company's financial contributions from all sources.

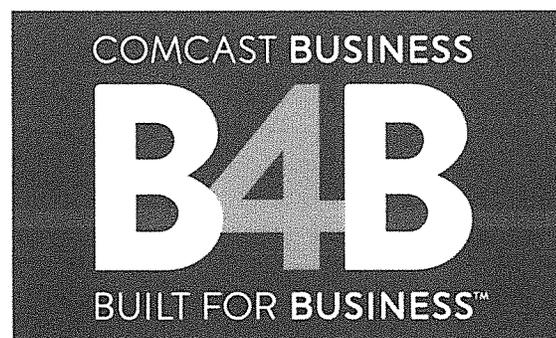
*"I am thrilled to join the exceptional team at Comcast NBCUniversal with its impressive record of community engagement and investment," said Ms. Wilson-Scott. "Leveraging the unparalleled reach and innovation of the Comcast media and technology platform to help address pressing issues facing our communities today is truly an exciting opportunity."*



## Comcast Business Unveils Innovative Wi-Fi Solution

Comcast Business recently unveiled WiFi Pro, a comprehensive Wi-Fi solution that includes cloud-based controls, marketing tools and other advanced capabilities. WiFi Pro is designed and built for a wide range of businesses such as SMBs and enterprise branch locations.

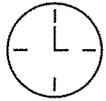
It provides two high-performance commercial Wi-Fi networks – a private network for employees and a guest network for visitors and patrons – providing additional security, and leverages the latest AC chipset to support the fastest Wi-Fi speeds and expanded range.



# 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.

## SERVING OUR CUSTOMERS FASTER.



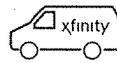
### SHORTER WINDOWS

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 98.7% 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.

## CHANGE IN ACTION

2,400 military hires in 2015

On track to hire an additional 10,000 by 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.

## IMPROVING AND SIMPLIFYING THE EXPERIENCE



### DIGITAL SUPPORT

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



### EASIER RETURNS

2 Million XFINITY devices delivered to The UPS Store since September 2014.



### REDESIGNING STORES

Eliminating lines and creating an interactive environment. 167 XFINITY Store renovations completed.



### EASIER ORDERING

Partnered with Amazon to make the purchase process seamless.

Over 100,000 participants in Comcast Cares Day

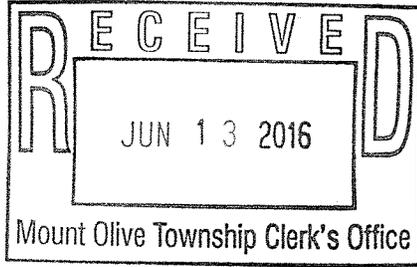
Employees, their families and our community partners come together annually for the nation's largest single-day corporate volunteer event.

## Talking Guide Expanded For Spanish Speakers

The talking guide is making a huge difference in the way XFINITY TV customers navigate the X1 platform, especially those who are blind or who have a visual disability. To better serve Spanish-speaking customers with visual impairments, Comcast has launched the Spanish Talking Guide. When turned on, a female voice will read aloud selections like program titles, network names and time slots, as well as DVR and On Demand settings in Spanish, helping viewers decide what to watch.



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### Comcast Connections

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Vice President of Government and Regulatory Affairs

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# Comcast Announces Its Latest Internet Essentials Milestones



Since the program's inception, Comcast has made 25 key enhancements to the program. Through Internet Essentials, Comcast has invested more than \$280 million in cash and in-kind support to help fund digital literacy and readiness training and education, reaching nearly 4.4 million people through national and local nonprofit community partners. Through the end of February 2016, Comcast has:

- Provided more than 47,000 subsidized computers at less than \$150 each.
- Distributed for free nearly 51 million Internet Essentials program materials.
- Broadcast more than 8.3 million public service announcements, valued at more than \$100 million.
- Welcomed 5 million visitors to the Internet Essentials websites in English and Spanish and its Online Learning Center.
- Fielded more than 3.9 million phone calls to our Internet Essentials call center.
- Made Internet Essentials available in nearly 48,000 schools in more than 5,000 school districts, in 39 states and the District of Columbia.
- Partnered with 9,000 community-based organizations, government agencies, and federal, state, and local elected officials to spread the word.

