



To our valued communities,

We are reaching out to share the steps Comcast and Xfinity Communities are taking to support you and your community amid growing concerns about Coronavirus. There's nothing more important to us than the safety and wellbeing of our communities, residents and teammates. But beyond that, we also know how important reliable service is to you and your residents, now more than ever.

We continue to monitor guidance from the Centers for Disease Control (CDC) and other public health officials along with local market conditions. In the meantime, we have taken the following steps:

- **Maintaining Network Reliability:** We engineer our network for capacity to handle spikes and shifts in usage patterns, and we continuously test, monitor and enhance our systems and network to ensure they are ready to support customer usage as needed. Our engineers and technicians will continue to staff our network operations centers 24/7 to ensure network performance and reliability.
- **News and Information:** To help keep you and your community informed, we have created a collection of the most current news and information on Coronavirus. Just say "coronavirus" into your X1 or Flex Voice Remote.
- **CAR & In-Home Support:** Our supervisors are reinforcing public health guidelines with every employee including technicians and community account representatives (CARs). Please know that if our staff are feeling unwell, they are not to report to work. If at any time you or our residents want or need to reschedule a technician home visit, we will be happy to do so.
- **Digital Support & Service:** We have several digital support tools, all of which you can access from your smartphone, in X1 or online. If you or your residents need support with services or devices, the following steps will help:
  - Visit [Xfinity My Account](#) or download our [apps](#) to manage your Xfinity services, troubleshoot issues and update your contact information so we can keep you informed.
  - Say "Help" into your X1 or Flex Voice Remote for a guide on quick fixes and support.
  - Contact us through chat in the [Xfinity Assistant](#)

In addition to these main points that you can share with your residents, we are also implementing new policies that may be of interest to them for the next 60 days including:

- **At-home education:** For those families in your community who have school-age children at home currently, please share that we've created new educational collections for all grade levels in partnership with Common Sense Media. Just say "education" into your X1 or Flex voice remote.
- **Pausing Our Data Plan:** With so many people working and educating from home, we want our customers to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.

Please know we remain committed to you and your community. Our teammates live and work in same area – we are your neighbors. We will continue our focus on delivering the services you depend on in a manner consistent with the health and wellbeing of our customers and our team.

Please stay safe and healthy,

The Xfinity Communities team