

Late last week Comcast announced enhancements to our Internet Essentials program to support families in response to the coronavirus. As schools suspend classes and companies encourage employees to work from home, we announced additional measures to help ensure people stay connected to the Internet. This email provides a current list of Comcast's COVID-19 response. You can also find the details of our response on the [Comcast website](#).

Comcast is taking steps to implement the following new policies for the next 60 days:

- **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots, and then launch a browser.
- **No Disconnects or Late Fees:** We will not disconnect a customer's internet service or assess late fees if they contact us and let us know that they can't pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.
- **Internet Essentials Free to New Customers:** It's now easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, the nation's largest and most comprehensive broadband adoption program. New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month.
- **Increasing the Speed of Internet Essentials:** Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward.
- **News, Information and Educational Content on X1 and Flex:** For those with school-age students at home, 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. To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say “Coronavirus” 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.
- **24x7 Network Monitoring:** Underpinning all of these efforts, Comcast's technology and engineering teams will continue to work tirelessly to support our network operations. We engineer our network capacity to handle spikes and shifts in usage patterns, and continuously test, monitor and enhance our systems and network to ensure they are ready to support customer usage. Our engineers and technicians staff our network operations centers 24/7 to ensure network performance and reliability. We are monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well.

Coronavirus Webpage

We established a webpage with information about Xfinity services and our response to the coronavirus at www.xfinity.com/prepare. Topics include:

- Digital Support Available to All Customers
- Keeping Xfinity Stores Safe
- Xfinity Employee Information
- Network Reliability
- WiFi Optimization
- Internet Essentials
- Outages
- Managing Appointments
- Billing and Payments
- Supporting Education
- Keeping Informed

Additional Information Regarding Enhancements to Internet Essentials

Effective Monday, we are implementing two substantial program enhancements to our Internet Essentials program to help low-income families deal with this crisis.

- We will make it even easier for eligible low-income families who live in a Comcast service area to sign up **by offering new customers 60 days of complimentary Internet Essentials service**, which is normally available to all qualified low-income households for \$9.95/month.
- Also, we are **increasing Internet speeds for the Internet Essentials service from 15/2 Mbps to 25/3 Mbps** for all new and existing customers, which will be the speed of the service going forward. This ensures Internet Essentials customers will be able to use their Internet service for all their increased needs as a result of this crisis.

We want to make it as fast and simple as possible to access this service:

- To receive the increased Internet speeds, existing Internet Essentials customers will not need to do anything. The new speeds will be rolled out nationally over the next few days.
- We'll send all new customers a free self-install kit that includes a cable modem with a Wi-Fi router. There will be no term contract or credit check and no shipping fee.
- To sign up, applicants can simply visit www.internetessentials.com. The accessible website also includes the option to video chat with customer service agents in American Sign Language. There are also two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish.