Good afternoon,

With **Hurricane Florence** approaching, I want to let you know about a few of the ways Comcast is preparing to help our customers and neighbors stay connected.

Comcast owns and operates thousands of WiFi hotspots in the greater Washington Metro Area. To help residents and emergency personnel stay connected for free during the storm, Comcast has opened **more than 55,000 across Maryland** to anyone who needs them – including non-Xfinity Internet customers – through Monday, September 17.

To access Xfinity WiFi hotspots:
- For a map of Xfinity WiFi hotspots, which are located both indoors and outdoors in places such as shopping districts, parks, businesses and train platforms, visit www.xfinity.com/wifi;
- Once at a hotspot, select the "xfinitywifi" network name in the list of available hotspots and then launch a browser;
- Xfinity Internet customers can sign in with their username and password, and will be automatically connected at Xfinity WiFi hotspots in the future;
- Non-Xfinity Internet customers should visit the "Not an Xfinity Internet Customer" section on the sign-in page to get started;
- Non-customers will be able to renew their complimentary sessions every two hours through Monday, September 17.

We appreciate you helping to share the news, by retweeting or sharing the below tweet and blog post. We also encourage you to follow our local Twitter handle @ComcastBeltway to stay up-to-date on local alerts and events.

> https://twitter.com/ComcastBeltway/status/1039600317652975617
> To help residents, businesses & emergency personnel stay connected during #HurricaneFlorence, we've opened up more than 120,000 Xfinity WiFi hotspots across the Beltway Region for customers and non-customers alike: https://t.co/20NeKLunta

We've also been actively preparing for the storm since last week, so we can support our customers by responding quickly to any impact Florence might have on our service. This includes taking incremental measures to ensure we are best equipped to manage the storm *while keeping the safety of our employees and customers a top priority*. Some examples include:

- Increasing staffing and strategically placing employees in key locations throughout our footprint;
- Preparing and topping off back-up generators and other supplies;
- Ensuring full gas tanks in our fleet and overall preparedness for difficult weather;
- Coordinating closely with power companies and local and state emergency workers.

The most effective way for customers to get outage updates is to visit **My Account** located at www.comcast.com from any secure, Internet-enabled mobile device or computer. *Customers should keep in mind that majority of issues will likely be related to commercial power and that as power is restored so too will most services.*