



The Hon. Bill Nelson  
United States Senate  
413 Clematis Street, Suite 210  
West Palm Beach, FL 33401

October 18, 2018

RE: Hurricane Michael Update from Comcast

Dear Senator Nelson:

As a company with a long history in the state of Florida, we have consistently worked to ensure our customers and employees are assisted as soon as possible after storms and we are responding quickly to the devastating impact of Hurricane Michael. In response to your request, below you will find details about the significant efforts we put in motion before the storm and the efforts that will continue until normal operations are achieved. We are already exceeding your specific requests with how we are supporting Florida's resilient residents and communities.

As you know from our collective experiences with previous hurricanes, Comcast has significant experience responding to natural disasters in Florida as well as other states. We are fortunate to have an extraordinarily dedicated and talented team in Florida leading our restoration efforts across the path of Hurricane Michael. We are working hard to get things done in this incredibly challenging and difficult environment. Our Comcast Florida employees are among the most driven and dedicated group of people you will find in any industry.

Comcast is addressing service restoration as quickly as possible. To supplement the hundreds of individuals from our Florida warehouse and logistics teams and in our support centers who are working long shifts to restore services, we have added additional staff and equipment from other Comcast regions to enhance on the ground resources. On the technical side, we are using advanced network intelligence resources that allow us to pinpoint needs in neighborhoods and understand active devices on the network. We have also materially increased capacity in our call center operations to enhance our ability to communicate with our customers in order to provide the best available information at all times.

We are incredibly fortunate that all of our employees and their families in the affected areas are accounted for and if they are not yet back to work, we are reaching out to them about their well-being. We began as a family company and our employees are our family members, and some need some special help at this time. Many of our employees' homes and personal belongings were damaged or destroyed and we are working with them to get back on their feet. Our employees care deeply about where they live and work and, just as they have done in the past, Comcast colleagues from across the country are stepping up to contribute to a specially designated United Way fund that directs their pledges to the impacted Florida Hurricane areas.



In Florida, we are a local company and see first-hand the terrible impact of Hurricane Michael on so many of our friends across the impacted areas of the state. Accordingly, we have taken a number of special steps to attempt to make dealing with immediate customer and community needs as easy as it can be given the circumstances. Among the actions we have taken to date:

- Within hours of the storm, we proactively suspended billing for customers located in the hardest hit areas within the Comcast Panhandle service area, including the heavily impacted areas of Panama City and Marianna. The service credit is retroactive to October 10th, when Hurricane Michael made landfall.
- Suspended account fees, including late payment and missing equipment fees for all impacted customers. We will also replace damaged or missing equipment for free. And, we have made it possible for customers in the hardest hit communities to also suspend their services entirely.
- For impacted Xfinity Mobile customers, we are providing three months courtesy credit on their outstanding balance to provide flexibility during the recovery period.
- Established a special website - <https://stormready.xfinity.com> - for customers who need assistance or have questions about their Xfinity services or equipment. Customers can fill out a simple online [form](#) and a team member will reach out to help. Customers can request service/account suspensions, request credit for service outages, report down lines, order new equipment and more through this tool.
- Opened Comcast's network of more than 8,000 [Xfinity WiFi hotspots](#) throughout the Florida Panhandle for anyone to use for free, including non-Xfinity customers.
- Deployed the Xfinity "WiFi on Wheels" van to provide free wireless internet service so residents and emergency personnel can stay connected. This vehicle can be moved from site to site in coordination with public response officials to provide immediate connectivity. The customized van is outfitted with six WiFi access points, which can provide wireless internet connectivity to approximately 3,000 users over a 500 square foot area.
- In addition, we have played a "community first" role in assisting other competitive carriers with their service restorations with the goal of helping play a role in getting first responders connected much quicker. In the immediate aftermath of the storm, helping stitch the market back together takes precedence.

As we have historically done, Comcast and NBCUniversal will also step-up with cash and additional in-kind services beyond those detailed in this letter to assist those most affected by Hurricane Michael. We are currently assessing the best avenues for those contributions and will have an announcement soon.

We are working as hard and fast as we can to restore and augment services where possible and have had success where power is available. Our emergency technical teams will continue to work around the clock to restore connectivity in storm impacted areas.



It is the foundation of our company culture to treat our customers with respect and dignity in these difficult times. That is a commitment that we will always maintain.

Sincerely,

A handwritten signature in black ink, appearing to read "Amy Smith", written over a faint, illegible background.

Amy Smith, Senior Vice President Florida Region, Central Division Comcast Cable  
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