



Comcast Operations in Dickinson, Texas

June, 2014

Today's Agenda

- Network Maintenance
- State-of-the-Art Network/Product/Services
- X1 Entertainment Operating System
- High Speed Internet
- XFINITY Home
- XFINITY Store in League City
- Advanced Wireless Gateway
- XFINITY Apps
- Disaster Recovery

Network Maintenance

- We have an entire department dedicated to network maintenance (Comcast team in Kemah responsible for Dickinson area)
- We use online tools to monitor the area and respond as needed for outages and customer impacting events (more of a pro-active solution than in the past)
- We have technicians that work 7 days a week that will respond based on priority to anything that is safety or service effecting
- We perform maintenance on the distribution system on a regular basis , daily\weekly, to ensure we maintain the network and quality of service
- There are some construction related situations that we cannot immediately fix (emergencies) but we can do everything possible to secure it until we can be on-site to repair. Contact myself or supervisor for your area (I can provide contact info for both)
- With regard to down or low hanging cable lines you can contact myself or the supervisor for the area (I can provide contact info for both)
- Network is scalable to allow for increases in capacity with software and non-customer impacting upgrades

State-of-the-Art Network/Products/Services

State-of-the-Art Network/Products/Services

X1 Entertainment Operating System (see handout)

- Interface between customer and TV/Internet services (new channel guide with advanced features)
- Access all entertainment on all of your screens (TV, laptop, IPAD, Phone)
- Interactive experience, personal recommendations
- Advanced search functions (search between linear and On-Demand programming)
- Advanced DVR capability (4 recordings at once); (whole home DVR)
- Regular upgrades are non customer impacting (same as IPAD/IPHONE upgrades)
- Ability to run apps on TV (Pandora, U-Tube, Facebook)

State-of-the-Art Network/Products/Services

High Speed Internet

- We offer the fastest speeds in market (105 Mbps download speed)
- 50 Mbps more than sufficient for most applications/gaming /large downloads
- Increased Blast and Extreme Internet speeds last year at no additional cost
 - Blast tier went from 25Mbps – 50Mbps download and 4Mbps – 10Mbps upload
 - Extreme tier went from 50Mbps – 105MBPS download and 15Mbps – 20Mbps upload
- 12 speed increases introduced in the last 12 years (many at no additional charge)
- Comcast business already offers 1 Gig speeds for businesses
- Cable modem is the fastest way to provide Internet as opposed to traditional telephone twisted pair technology
- New offer launched to double the speed for new customers in specific packages (depends on package)
- Will soon double speeds for existing customers (probably this summer) (depends on package) (no details at this time)

State-of-the-Art Network/Products/Services

XFINITY Home (see handout)

- Home security and alarm monitoring via the Internet (smart home technology)
- Mobile access to control alarms, cameras, heating/cooling, lights and various other “whole home functions” (more to come with voice activation)
- Remote video monitoring and real-time text and email alerts
- Battery backup (power failure) and cellular backup (in case of network interruption)

State-of-the-Art Network/Products/Services

XFINITY Store in League City

- 2865 Gulf Freeway South, League City, TX, 77573 (Bay Colony II Shopping Center)
- Only 3-4 miles from Dickinson City Hall

Advanced Wireless Gateway (XB3 device)

- Fastest in-home Wi-Fi in the market with more coverage for your home
- Serves as wireless router and modem all-in-one
- Available for triple play and X1 only at the moment (more widely available soon)

XFINITY Apps (see handout)

- XFINITY TV Go App; XFINITY X1 Remote App; My Account App; XFINITY Connect App; XFINITY HOME App; XFINITY Wi-Fi App

Disaster Recovery

Disaster Recovery

- During Hurricane Ike 80% of our customers came back online with our services once power was restored (other 20% is the work)
- Coordinate with CenterPoint in order to be efficient
- We have contractors, generators and other materials ready in preparation for a storm
- Comcast Representatives will be located at Transtar as well as Galveston EOC to coordinate with CenterPoint
- Comcast disaster recovery employees and contractors will have ID badges with a corresponding serial number. Municipalities and law enforcement can call number on badge to validate authority/identification
- We will need access to our plant after a storm. We hope our badges will facilitate access