

Storm Restoration Update for Municipal Officials:

Comcast is continuing to work around the clock to restore service to our customers and your town's residents, and our teams are making great progress under challenging circumstances (in fact, many of our own employees have not even been home yet to inspect personal damage). We have thousands of employees from across the company, along with our business partners, working to help restore service as quickly as possible. We are working in tandem with local electric companies to understand their schedules and priorities so we can quickly and safely follow their restoration efforts. In addition, we are focused on assisting first responders like police, OEMs and others with key service needs to help their local communities with critical communications. We are also monitoring and making preparations for a coastal nor'easter that is threatening the region in the November 7th to 8th timeframe.

Our teams are making great progress. We are aware of remaining service interruptions, and these are mainly due to commercial power outages and/or restricted access to facilities due to hazardous conditions and closures. For most customers, services should be restored after power is restored and access to damaged facilities and downed lines have been cleared. It's important to note that even though power might have been restored to an individual's home, there are instances where power has not yet been fully restored to the local Comcast distribution point that serves the neighborhood. Once cleared and access is gained, Comcast will continue to work around the clock until services are fully restored for every customer.

If a customer's power has been restored but their Comcast services are still unavailable, or if neighbors have service and they don't, they should call us at 1-800-COMCAST.

Like everyone, our hearts go out to the residents and first responders across New Jersey and we hope we can make things even a little easier as they go through this difficult time. Below are a few of the ways we hope we can help:

Information and Updates

Customers can visit www.comcast.com from any mobile device to check for outage updates and important information about their Comcast services, or can use our free text alert service to check for outages in their area by signing up at www.comcast.com/alerts.

For more information, please contact Charles Smith at (908) 258-8143 or Molly Adams at (908) 851-6854. Visit our web site at www.comcast.com.



In addition, we've been assisting with generators and WiFi at a number of area shelters, and helping provide important communications services to support emergency personnel. We're also assisting federal, state and local teams with various requests – for example, we've placed a hotline for gas stations and food stores in need of generators and other support on Comcast.com at the request of the Department of Energy.

Free Access to Xfinity WiFi Hotspots

We're extending free access to Xfinity WiFi hotspots for anyone who needs them until November 30.

Charging Stations

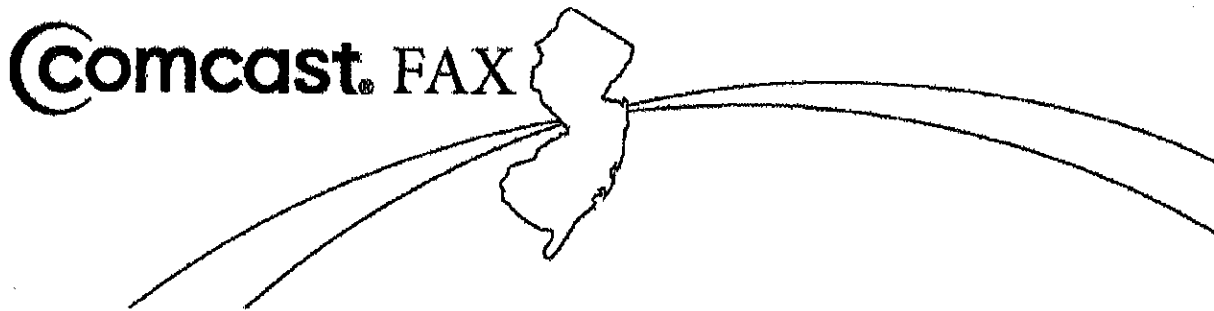
We're offering any resident the use of power strips at 15 of New Jersey payment centers so people still without power can recharge mobile devices. Anyone is welcome to make use of the locations listed below.

130 Black Horse Pike, Audubon
558 Lakehurst Rd, Browns Mills
1490 Haddonfield-Berlin Rd, Cherry Hill
90 Lake Drive, East Windsor
625 Tilton Rd, Northfield
901 Leeds Ave, Pleasantville
830 Route 37 West, Toms River
940 Prospect Street, Trenton
3501 Route 42, Turnersville
800 Rahway Ave., Union
301 South Main Rd, Vineland
257 Prospect Ave, West Orange
4315 North Jersey Avenue Wildwood
21 Beverly-Rancocas Rd, Willingboro
304 South Broad St, Woodbury

Credits, Equipment and Service Suspensions

Our goal is to handle each customer on an individual basis so we can be sensitive to their specific needs and circumstances. Customers can call 1-800-COMCAST or visit a local service center for assistance with damaged equipment, credits and other storm-related concerns. As many of you know, we have relaxed several of our normal policies to help our customers

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through this difficult time. We will also work with customers who need to suspend service due to damage in their homes, while making sure they can continue to use their Xfinity Internet and Xfinity Voice services remotely and until they are back in a permanent residence.

Comcast/NBCUniversal's "Hurricane Sandy: Coming Together" Telethon

Thanks to the great efforts of so many, NBCUniversal's live, one-hour benefit telethon, "Hurricane Sandy: Coming Together," aired this past Friday, generating nearly \$23 million in support of victims impacted by Hurricane Sandy. A record number of individual donations by phone, text and online were accepted by the American Red Cross during the four-hour time period that began on Friday, November 2. The volume of website and phone traffic exceeded previous benefit telethons in support of the American Red Cross over the last five years.

We know our services are important to our customers, and appreciate their patience and understanding as we've been working to ensure service is safely restored for all.

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