

xfinity communities

To our valued community partners,

We hope that you and your communities are remaining safe and healthy during this extraordinary time. And while we all practice social distancing, it is still important that everyone remains connected with work and their loved ones. Xfinity Communities and Comcast are here to help keep your communities connected with essential services, including WiFi, Internet, TV and phone while also keeping our teammates protected. To that point, we have taken several important steps:

For Our Communities:

- We are focusing on **network reliability and performance**, with network engineers, operations centers and maintenance crews working 24/7 to ensure that our services continue to perform expected. You can learn more [here](#) about how our network is performing at this time.
- It is now **easier to find news and resident essentials**. The Inside Guide has launched where residents can find a range of information including helpful tips on fitness, cooking and more. Residents can find it by saying “Inside Guide” into their Xfinity Voice Remote. And for the latest on the pandemic, they can say “Coronavirus” for the latest local and global news and information.
- **Peacock, a new streaming service from NBCUniversal**, will be available to your residents at no extra cost. Peacock is coming exclusively to Xfinity X1 and Flex customers, before it debuts more broadly this summer. Peacock will offer original programming; on-demand libraries of popular TV shows including *30 Rock* and *Parks and Recreation*; favorite films from Hollywood’s biggest studios including *Shrek* and *Meet the Parents*; and other content including news, sports, late night and reality TV. Peacock Premium will be available to residents with X1 and Flex at no extra cost, a \$4.99 per month value. Learn more [here](#).
- Residents have increased **free entertainment** options from more than two dozen providers including HBO, Epix, kweliTV, Brown Sugar and Cine Latino. To access it, residents say “Free” into their Xfinity Voice Remote. Additionally, we are bringing **select new release movies** straight to X1 including *Onward*, *The Invisible Man* and *Emma*.
- We’ve improved our **online tools to support your residents** so it’s faster and easier to get personalized support and manage account online. You can learn more about these tools [here](#).

For Our Teammates:

- We are **changing our retail store opening times and temporarily closed many stores**. These changes are to ensure the health of our teammates and customers. We have increased cleanings, instituted social distancing practices, and limited the services available in-store to the following: equipment exchanges, kiosk bill payments, new Internet equipment pick-up and mobile device replacement ordering. Please [check online](#) for hours and status before heading to a store.
- Our technicians **are following new safety protocols when entering communities and residential units**. Xfinity technicians will now drop off equipment, do outside work and troubleshoot by phone if necessary. They will only enter communities and visit residents when it's necessary, to ensure they are connected to essential services. If technicians must enter, they will follow CDC guidelines and keep at least a six-foot distance from all family members. If unable to maintain social distancing, they will cover their face with a mask or cloth as required by state or local law or if requested by the customer.
- To support public health efforts, we've asked every employee who is able to **work from home**, to do so, in every office across the country. This includes our Community Account Representatives who are continuing to work to meet your needs—on the phone or in chat—in the event you need more assistance than our digital tools provide. And we have **redeployed and retrained thousands** of retail and direct sales representatives to have them perform other company functions from home while their regular jobs are impacted.
- Across Comcast, NBC Universal and Sky, we have committed **\$500 million to support employees** through continued pay and benefits where operations have been paused or impacted.

We will also continue to do our part for the broader community through the free use of our WiFi hotspots. For details on these programs and additional updates on our response to COVID-19, please visit xfinity.com/prepare.

Please stay safe and healthy,

The Xfinity Communities Team