

Dear CCCMA Members,

**I am writing today to share the attached important letter regarding Comcast's continuation of communications services during the COVID-19 national emergency.** I know these are troubling times and your attention is necessarily split among competing priorities, but it is important for me to communicate directly with you considering the critical nature of our business.

In addition, Comcast has made several recent announcements regarding our comprehensive response to the crisis, which I've included for you below. Please don't hesitate to reach out if there's anything I can do for you.

**[Comcast Announces Comprehensive COVID-19 Response to Help Keep Americans Connected to the Internet:](#)**

- **[Internet Essentials Free to New Customers:](#)** We've made it even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, our low-income broadband access program. New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward.
- **Xfinity WiFi Free For Everyone:** Xfinity WiFi public hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers.
- **Pausing Our Data Plan:** We are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.
- **No Disconnects or Late Fees:** We will not disconnect a customer's internet service or assess late fees if they contact us and let us know that they can't pay their bills during this period.
- **[News, Information and Educational Content on X1:](#)** For those with school-age students at home, we've created new educational collections for all grade levels in partnership with Common Sense Media. Just say "education" into your X1 or Flex voice remote. To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say "Coronavirus" into your X1 or Flex voice remote
- **24x7 Network Monitoring:** Our engineers and technicians staff our network operations centers 24/7 to ensure network performance and reliability. We are monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well.
- **[Making Current Movies Available In-home:](#)** Universal Pictures will be making its movies available in the home the same day they've available in theaters.

Please reach out to me directly with any questions or concerns.

Sincerely,

**Jon Lehmann**

Senior Director, Government and Regulatory Affairs

[Comcast | Mountain West Region](#)

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1899 Wynkoop Street  
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March 19, 2020

Re: Continuation of Communications Services During COVID-19 National Emergency

To Whom It May Concern:

As communities and households continue to grapple with the COVID-19 pandemic and the Declaration of National Emergency, first and foremost, the health and safety of our customers, employees, and communities is our top priority and concern. Comcast will continue to ensure that our communications facilities and services are operating and maintained during this period of National Emergency. These steps may include deploying technicians and other employees, fueling vehicles and other equipment, and maintaining fulfillment and customer service centers, in order to operate, access, repair, or construct such facilities to prevent loss of service or to restore service.

Please contact me if you have any questions ([jon\\_lehmann@comcast.com](mailto:jon_lehmann@comcast.com)).

Sincerely,

A handwritten signature in black ink, appearing to read "Jon Lehmann", written over a horizontal line.

Jon Lehmann, Senior Director  
Government & Regulatory Affairs  
Mountain West Region  
Comcast