

Subject: A message to Comcast Business customers about COVID-19

Update on Comcast Business services related to coronavirus

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To Our Comcast Business Community,

As your trusted business partner, I am reaching out to provide further information on new and additional steps we are taking since my previous message regarding our response to the coronavirus (COVID-19).

Supporting a healthy workforce. We've asked every employee that is able to work from home to do so, in every office across the country. Our employees are vital to ensuring our customers continue to have access to the Internet and other services they need to stay connected, now more than ever. While transitioning thousands of customer service representatives to work from home, there are employees who cannot work remotely because they are needed on-site to keep your services running. We have new policies and guidelines in place to keep them safe.

Shifting operations to support business continuity. To minimize risk to your employees and our technicians, we can schedule or reschedule installation and service appointments during nonpeak hours to help you get connected and stay connected. As always, you can quickly and easily manage your services, pay your bill, troubleshoot and receive support on [My Account](#) and the [Comcast Business App](#).

Maintaining network reliability. We continue to focus on network reliability and performance, with engineers and technicians working around the clock to ensure that our services continue to perform as you expect. Our network has the capacity to handle spikes and shifts in usage patterns. We continuously test, monitor, and enhance our network to ensure it is ready to support your business's usage as needed.

Keeping you connected. We are not disconnecting your Internet and Phone services or assessing late fees if you contact us and let us know that you can't pay your bills during this challenging period for small businesses. Our customer service representatives will be available to offer flexible payment options and can help find other solutions. Also, we understand you may need to rethink your business's needs and how you are serving your customers and employees. We have a portfolio of business solutions that can help keep you covered.

Visit business.comcast.com or call us at 800-391-3000 if you'd like to discuss whether you have the right Internet options and tools for your current needs.

Your Comcast Business Internet, Phone, and other services help keep you and your team connected to your business, from any device. You can easily manage service features and sign up for alerts via [My Account](#) and

the [Comcast Business App](#). Our Phone customers can also [enable Call Forwarding](#) to receive business calls on a mobile device, as well as make or take calls through the Comcast Business App while displaying their business line Caller ID to customers. In addition, you can visit the [Service Status Center](#) to monitor your services at your business location from anywhere you are.

With access to millions of free Xfinity WiFi hotspots, tools to manage your business, and a team of experts and engineers here for you always, you can keep working and stay connected even in these uncertain times.

As we continue to adjust to this new normal, we are committed to keeping you connected to your teams, and everyone that matters to you. We're here to serve you [24x7](#). As the situation evolves, we will keep you informed with continuous updates to the Comcast Business COVID-19 [FAQs](#).

Thank you for being a valued Comcast Business customer. Every connection counts and I want you to know that you can count on us.

Sincerely,

Bill Stemper
President, Comcast Business

This is a service-related email. Comcast will occasionally send you service-related emails to provide you with information about your service, including information about service upgrades and new benefits.

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