



## Xfinity Signature Support Now Available to More Than 22 Million Comcast Customers

*National Roll-out Complete With Recent Launches in California, Colorado, Connecticut, Delaware, the District of Columbia, Florida, Georgia, Indiana, Maryland, Massachusetts, New York, Oregon, Pennsylvania, Utah, Virginia, Vermont, Washington and West Virginia*

*Customers Give New, Enhanced Level of Technical Support & Equipment Protection High Marks*

PHILADELPHIA--(BUSINESS WIRE)-- Comcast Corporation (Nasdaq: CMCSA, CMCSK) today announced that its Xfinity Signature Support, a "personal helpdesk" service for computers, home networking equipment and many other devices customers are connecting to their Comcast services, is now available to more than 22 million customers across the country.

With Xfinity Signature Support, Comcast customers have access to knowledgeable and experienced IT specialists who can provide troubleshooting and supplementary technical support online, over the phone or in the home. Assistance is available either as part of a monthly subscription plan or on a stand-alone basis for one-time fixes, such as virus removal or connecting printers or game consoles to wireless networks. Customers also can choose equipment protection plans that provide extended warranties for computers and flat-panel TVs. Xfinity Signature Support is offered in addition to the 24x7 support Comcast already provides for its video, high-speed Internet and phone services.

"Comcast has been making significant investments to enhance our products while improving the service and support we deliver," said Mitch Bowling, Senior Vice President and General Manager of New Businesses for Comcast. "Providing an end-to-end technical support solution like Xfinity Signature Support is one of the ways we're creating more personalized levels of care that are tailored to our customers' needs and interests. Since we began rolling it out earlier this year, Xfinity Signature Support has received positive feedback in customer surveys, with an average overall satisfaction score of 9.0 on a scale of 1-10, with people rating it a good value and a service they'd be likely to recommend."

Xfinity Signature Support is backed by the [Comcast Customer Guarantee](#), the company's promise to hold its products, services and people to the highest standard. For more information, please visit [www.xfinity.com/signaturesupport](http://www.xfinity.com/signaturesupport).

### **About Comcast Corporation**

Comcast Corporation (Nasdaq: CMCSA, CMCSK) ([www.comcast.com](http://www.comcast.com)) is one of the nation's leading providers of entertainment, information and communications products and services. Comcast is principally involved in the operation of cable systems through Comcast Cable and in the development, production and distribution of entertainment, news, sports and other content for global audiences through NBCUniversal. Comcast Cable is one of the nation's largest video, high-speed Internet and phone providers to residential and business customers. Comcast is the majority owner and manager of NBCUniversal, which owns and operates entertainment and news cable networks, the NBC and Telemundo broadcast networks, local television station groups, television production operations, a major motion picture company and theme parks.

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