

To Our Comcast Business Community,

As we follow the impact of the coronavirus (COVID-19), the health and safety of our employees and business customers remains our top priority. As your trusted business partner, I am reaching out to you personally to let you know what we are doing to maintain our safety standards and keep your business connected to our services during this time.

These enhanced safety and reliability measures include:

Maintaining network reliability. We know how critical it is for your business to stay connected. Our engineers have extensive experience preparing for a wide variety of situations and our network has the capacity to handle spikes and shifts in usage patterns. Our network operations centers are staffed 24x7 with engineers and technicians to ensure network performance and reliability. And we continuously test, monitor and enhance our systems and network to ensure it is ready to support your business's usage as needed.

Employee & business support. As the situation continues to evolve, we are taking additional steps to make sure we can continue to serve your business in the safest way possible consistent with the health and well-being of our customers and our teams. Hygiene standards for our team members and the cleanliness of our products is and always will be a top priority. We are following all public health guidelines and the latest guidance from the CDC, including specific requirements that if employees are feeling unwell, they are not to report to work.

Scheduling changes. We can schedule or reschedule installation and service appointments during times that are less busy for your business to minimize risk to your employees and our teams.

We recognize that you may have concerns about getting out in your community or have employees who may not be able to access your business at this time. We offer several digital solutions to help keep you and your team members connected to your business from any device — anytime, anywhere.

- [My Account](#) and the [Comcast Business App](#) make it easy for you to manage your service features and sign up for alerts.
- [Enable Call Forwarding](#) to receive business calls on your mobile device or [set up Be Anywhere](#) to make or receive calls from your mobile device while still displaying the Caller ID of your business line.
- Visit the [Service Status Center](#) to monitor your services at your business location from anywhere you are.

In the event you need additional support, you can [contact us 24x7](#). We're here to help. You can also access our [frequently asked questions](#) for more information on our response plan to the coronavirus.

We are prepared to navigate these challenging circumstances with the health and safety of our business customers and employees at top of mind. We are here and will work with you to support all your service needs.

Thank you for being a valued Comcast Business customer.

Sincerely,

Bill Stemper
President, Comcast Business

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