



Hurricane Ike Advisory – October 1, 2008

- **Updated-** Many of our customers remain without power yet the majority of our customers, 90%, now have their cable services restored. At this time, we have determined that about 10% of our customers are still without their services. Our experience has shown that most of our outages are due to the loss of electrical power. Often, a street may have power restored, but the power required to operate our node in the neighborhood may still be without power. Aside from that, another main cause of the loss of cable service is due to severed drop lines caused by flying debris, fallen trees or water damage.
- Comcast's maintenance technicians continue to work in all areas where power has been restored and a safety clearance has been granted by the power company. In addition to our own crews nearly 500 technicians arrived shortly after the hurricane, from around the country, to assist us with the restoration process. Comcast is working diligently to restore service to all of our customers as soon as possible.
- To keep our customers better informed, we launched a special web page giving customers access to the latest updates. By clicking the Hurricane Update link at www.comcast.com, customers are able to see progress within their specific area. Customers can click on a specific map region for an even closer view of their community. These maps continue to be updated as service is restored and customers are advised to check periodically for the latest information.
- Comcast is providing credits to customers whose service was interrupted. Customers should call us at 1-800-COMCAST, 24 hours a day so we can ensure they receive credit for the amount of time they were without service. Customers can also receive online help from a live representative by clicking the *chat online with a live representative* link on www.comcast.com.
- After Comcast services have been restored, customers may need a signal-refresh to ensure that they are receiving the highest quality signal possible. This can be easily done through an automated system by calling 1-800-COMCAST. After a series of prompts customer's will be given an option to send a signal-refresh by pressing option one. It will take approximately 20 minutes for converter boxes to refresh and for Comcast services to be restored.
- Through our network operations center, we are already aware of areas/neighborhoods that are without Comcast services, so customers in these areas/neighborhoods do not need to call-in to report an outage or schedule a repair. Comcast is working diligently and as expeditiously as possible to restore service to these areas once power is restored.
- As power is restored, customers who do not have cable service, but who have power and whose immediate neighbors have cable service, should call 1-800-COMCAST to report the problem. Customers using gas powered generators will not receive Comcast services until power has been restored to the node or lines that serve the area.
- Customers who have a damaged cable drop, which is the line that connects cable service to the house, should call 1-800-COMCAST to report the problem. Please note that if there are trees or debris laying on the power lines and cable drop, the area must be surveyed and cleared by power company personnel before an all clear is given and restoration work on communication lines can begin.

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