



## ***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](http://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](http://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.

###



## ***Hurricane Ike Advisory – September 29, 2008***

- **Updated-** Many of our customers remain without power and at this time we have determined that about 11% of our customers are without cable services. The majority of Comcast customers, 89%, now have their services restored. 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](http://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 who prefer to send an email can do so by clicking the Contact Us link on [www.comcast.com](http://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.

###



## ***Hurricane Ike Advisory #9 – September 23, 2008***

- Comcast's maintenance technicians are continuing to work throughout the week 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 early last week, 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.
- **Updated-** Many of our customers remain without power and at this time we have determined that about 30% of our customers are without cable services. The majority of Comcast customers, 70%, now have their services restored. 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 due to flying debris, fallen trees or water damage.
- **Updated-** To keep our customers better informed, we recently launched a special web page giving customers access to the latest updates. By clicking the Hurricane Update link at [www.comcast.com](http://www.comcast.com), customers will be 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 will be updated as service is restored and customers are advised to check periodically for the latest information.
- **Updated-** Comcast will be 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 who prefer to send an email can do so by clicking on the Contact Us link on [www.comcast.com](http://www.comcast.com).
- Comcast, in partnership with Galveston City Officials, Galveston County Judge Jim Yarbrough, and Senator Mike Jackson, officially opened a communications hub located at the Island Community Center, 4800 Broadway. The communications hub provides Galveston residents a refuge to communicate with loved ones via phone, gather important information on the web or apply for FEMA assistance via <http://www.fema.gov> using a High-Speed Internet connection. Along with the fiber connection, Comcast has provided 20 computers, eight phones and two high-definition televisions. Comcast engineers, construction crews and IT personnel have worked diligently to design and construct the project. The communications hub is now open and is being used by Galveston residents in need.
- 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.

- Due to the restoration of power, we have been able to open 16 Service Centers. Service Centers will open as power is restored in each area. The following Service Centers are currently operational:
  - Baytown – 6918 Garth Rd
  - Tidwell – 7844 Tidwell, Suite 130
  - Liberty / Dayton – 613 Main St.
  - Katy – 595 S Mason Rd
  - Clute- 109 E. Main
  - Houston, Midtown - 2507 Bagby
  - Houston, North - 38 F.M. 1960 West
  - Humble- 20034 Highway 59 North
  - Katy- 595 S. Mason Road
  - Pasadena- 3546 B Spencer Highway
  - Rosenberg- 1020 Cole Avenue
  - Sugar Land- 9920 Highway 90A, Suite 200B
  - Texas City- 9300 Emmett Lowry Expressway, Suite 120
  - Tomball/ Spring- 22513 Tomball Parkway, Suite 109
  - Webster- 1020 W. Nasa Rd 1
  - The Woodlands- 2260 Buckthorne Place, Suite 179B
- Emergency restoration procedures along the Greater Texas Gulf Coast dictate that cable service can be repaired as soon as the power companies have restored power and made sure the area is safe. Downed power lines can cause dangerous conditions, so an area must be surveyed and cleared by power company personnel before an all clear is given and restoration work on communications lines can begin. During this restoration period, safety for Comcast technicians is a priority.

###



---

## COMCAST WEBPAGE PROVIDES UPDATED OUTAGE INFORMATION

### *Customers able to Track Progress in their Specific Community*

**HOUSTON** – (September 22, 2008) – Comcast, Houston’s primary provider of broadband services, has been working around the clock to restore services interrupted by Hurricane Ike to its customers throughout the Greater Houston and Texas Gulf Coast areas. To keep its customers better informed, the company recently launched a special web page giving customers access to the latest updates. By clicking the Hurricane Update link at [www.comcast.com](http://www.comcast.com), customers will be able to see progress within their specific area.

Nearly 70-percent of Comcast customers in the Greater Texas Gulf Coast Area now have their cable services restored. 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 the node in the neighborhood, may still be without power. This easy to read mapping system will allow customers to see the progress that is being made within their area. Customers can click on a specific map region for a closer view of their community. These maps will be updated as service is restored and customers are advised to check periodically for the latest information.

Comcast technicians are working in all areas where power has been restored and the power company and local authorities have granted a safety clearance. In addition to the company’s own local crews, nearly 500 technicians from around the country are on the ground in the Greater Houston Area and surrounding counties to help with the restoration process.

Emergency restoration procedures along the Greater Texas Gulf Coast allow cable service to be repaired as soon as the power companies have restored power and determined the area is safe. Downed power lines can cause dangerous conditions, so an area must be surveyed and cleared by power company personnel before the all clear is given and restoration work on communications lines can begin.

Customers who have a damaged cable drop — the line that connects cable service to the house — should call 1-800-COMCAST or click on the “Contact Us” link at [www.comcast.com](http://www.comcast.com) to report the problem.

### **About Comcast Corporation**

Comcast Corporation ([www.comcast.com](http://www.comcast.com)) is the nation's leading provider of entertainment, information and communications products and services. With 24.6 million cable customers, 14.4 million high-speed Internet customers, and 5.6 million Comcast Digital Voice customers, Comcast is principally involved in the development, management and operation of broadband cable systems and in the delivery of programming content.

Comcast's content networks and investments include E! Entertainment Television, Style Network, The Golf Channel, VERSUS, G4, PBS KIDS Sprout, TV One, ten Comcast SportsNets networks and Comcast Interactive Media, which develops and operates Comcast's Internet businesses, including Comcast.net ([www.comcast.net](http://www.comcast.net)). Comcast also has a majority ownership in Comcast-Spectacor, whose major holdings include the Philadelphia Flyers NHL hockey team, the Philadelphia 76ers NBA basketball team and two large multipurpose arenas in Philadelphia.



## ***Hurricane Ike Advisory #7 – September 21, 2008***

- Comcast's maintenance technicians are continuing to work throughout the weekend 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 early this week, 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.
- **Updated-** Many of our customers remain without power and at this time we have determined that about 38% of our customers are without cable services. The majority of Comcast customers, 62%, now have their services restored. 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 due to flying debris, fallen trees or water damage.
- **Updated-** Comcast, in partnership with Galveston City Officials, Galveston County Judge Jim Yarbrough, and Senator Mike Jackson, have officially announced today the completion of a communications hub located at the Island Community Center, 4800 Broadway. The communications hub is providing Galveston residents a refuge to communicate with loved ones via phone, gather important information on the web or apply for FEMA assistance via <http://www.fema.gov> using a High-Speed Internet connection. Along with the fiber connection, Comcast has provided 20 computers and eight phones. Comcast engineers, construction crews and IT personnel have worked diligently to design and construct the project. The communications hub is now open and is being used by Galveston residents in need.
- After Comcast services have been restored, customers may need a signal boost 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 refresh signal by pressing option one. It will take approximately 20 minutes for converter boxes to re-fresh 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.
- Due to the restoration of power, we have been able to open 12 Service Centers. Service Centers will open as power is restored in each area. The following Service Centers are currently operational:
  - Clute- 109 E. Main
  - Houston, Midtown - 2507 Bagby
  - Houston, North - 38 F.M. 1960 West
  - Humble- 20034 Highway 59 North

- Katy- 595 S. Mason Road
  - Pasadena- 3546 B Spencer Highway
  - Rosenberg- 1020 Cole Avenue
  - Sugar Land- 9920 Highway 90A, Suite 200B
  - Texas City- 9300 Emmett Lowry Expressway, Suite 120
  - Tomball/ Spring- 22513 Tomball Parkway, Suite 109
  - Webster- 1020 W. Nasa Rd 1
  - The Woodlands- 2260 Buckthorne Place, Suite 179B
- 
- All Comcast Distribution Centers are up and running and our primary network continues to be fully functional. Our Houston Call Center is operating at full capacity and we are taking calls 24 hours a day. Full commercial power has been restored to our main headquarters and call center in Northwest Houston.
  - We know some of our customers without service may be concerned about credits. Our primary focus right now is assessing and repairing damages to our network plant as we are allowed back into areas by local authorities and the power company. Once that work is fully underway, we will determine and communicate a credit policy that is appropriate for this emergency and fair to our customers. Obviously, from a service standpoint, our focus throughout the storm has been to restore communications services as quickly as possible for our customers.
  - Emergency restoration procedures along the Greater Texas Gulf Coast dictate that cable service can be repaired as soon as the power companies have restored power and made sure the area is safe. Downed power lines can cause dangerous conditions, so an area must be surveyed and cleared by power company personnel before an all clear is given and restoration work on communications lines can begin. During this restoration period, safety for Comcast technicians is a priority.

###



## ***Hurricane Ike Advisory #6 – September 20, 2008***

- **Updated-** Comcast's maintenance technicians are continuing to work throughout the weekend 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 early this week, 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.
- **Updated-** The majority of our customers remain without power and at this time we have determined that about 43% of our customers are without cable services. The majority of Comcast customers, 57%, now have their services restored. 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 due to flying debris, fallen trees or water damage.
- After Comcast services have been restored, customers may need a signal boost 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 refresh signal by pressing option one. It will take approximately 20 minutes for converter boxes to re-fresh 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.
- **Updated-** 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.
- Due to the restoration of power, we have been able to open 12 Service Centers. Service Centers will open as power is restored in each area. The following Service Centers are currently operational:
  - Clute- 109 E. Main
  - Houston, Midtown - 2507 Bagby
  - Houston, North - 38 F.M. 1960 West
  - Humble- 20034 Highway 59 North
  - Katy- 595 S. Mason Road
  - Pasadena- 3546 B Spencer Highway
  - Rosenberg- 1020 Cole Avenue
  - Sugar Land- 9920 Highway 90A, Suite 200B
  - Texas City- 9300 Emmett Lowry Expressway, Suite 120
  - Tomball/ Spring- 22513 Tomball Parkway, Suite 109



- Webster- 1020 W. Nasa Rd 1
- The Woodlands- 2260 Buckthorne Place, Suite 179B
- **Updated-** All Comcast Distribution Centers are up and running and our primary network continues to be fully functional. Our Houston Call Center is operating at full capacity and we are taking calls 24 hours a day. About half of our facilities continue to operate under power generators. Full commercial power has been restored to our main headquarters and call center in Northwest Houston.
- Comcast, in partnership with Galveston City Officials, Galveston County Judge Jim Yarbrough, and Senator Mike Jackson, are working to build a communications hub located at the Island Community Center, 4800 Broadway. The communications hub will provide Galveston residents a refuge to communicate with loved ones via phone, gather important information on the web or apply for FEMA assistance via <http://www.fema.gov> using a High-Speed Internet connection. Along with the fiber connection, Comcast is providing 20 computers and eight phones. Comcast engineers, construction crews and IT personnel are working diligently to design and construct the project and anticipate the communications hub will be available for use by the beginning of next week.
- We know some of our customers without service may be concerned about credits. Our primary focus right now is assessing and repairing damages to our network plant as we are allowed back into areas by local authorities and the power company. Once that work is fully underway, we will determine and communicate a credit policy that is appropriate for this emergency and fair to our customers. Obviously, from a service standpoint, our focus throughout the storm has been to restore communications services as quickly as possible for our customers.
- Emergency restoration procedures along the Greater Texas Gulf Coast dictate that cable service can be repaired as soon as the power companies have restored power and made sure the area is safe. Downed power lines can cause dangerous conditions, so an area must be surveyed and cleared by power company personnel before an all clear is given and restoration work on communications lines can begin. During this restoration period, safety for Comcast technicians is a priority.

###