

Network Management Test Email to Customers
Protocol Agnostic Approach

Subject Line: Important Note from Comcast: System Test in Your Area

Dear Comcast Customer:

Comcast High-Speed Internet is committed to providing you with the best online experience possible.

One of the ways we do that is by managing our advanced, fiber-optic network to ensure it is fast, safe and reliable. As part of our ongoing efforts to continuously improve how we manage our network, we plan to conduct a test of a new network data usage-management technology in your area. The results of the test will help us provide an even better customer experience in the future.

What does this mean for you? Probably nothing. Unless you are an extremely heavy user of Internet resources (which is not likely) you will not notice any change to your Internet experience during this test. At the busiest times of the day on our network (which could occur at any time), those very few disproportionately heavy users, who are doing things like conducting numerous or continuous large file transfers, may experience slightly longer response times for some online activities, until the period of network congestion ends.

If you would like to learn more about this test or our network management efforts in general, please visit www.comcast.net/help for more information.

Sincerely,

Mitch Bowling
GM, Online Services
Comcast Cable