

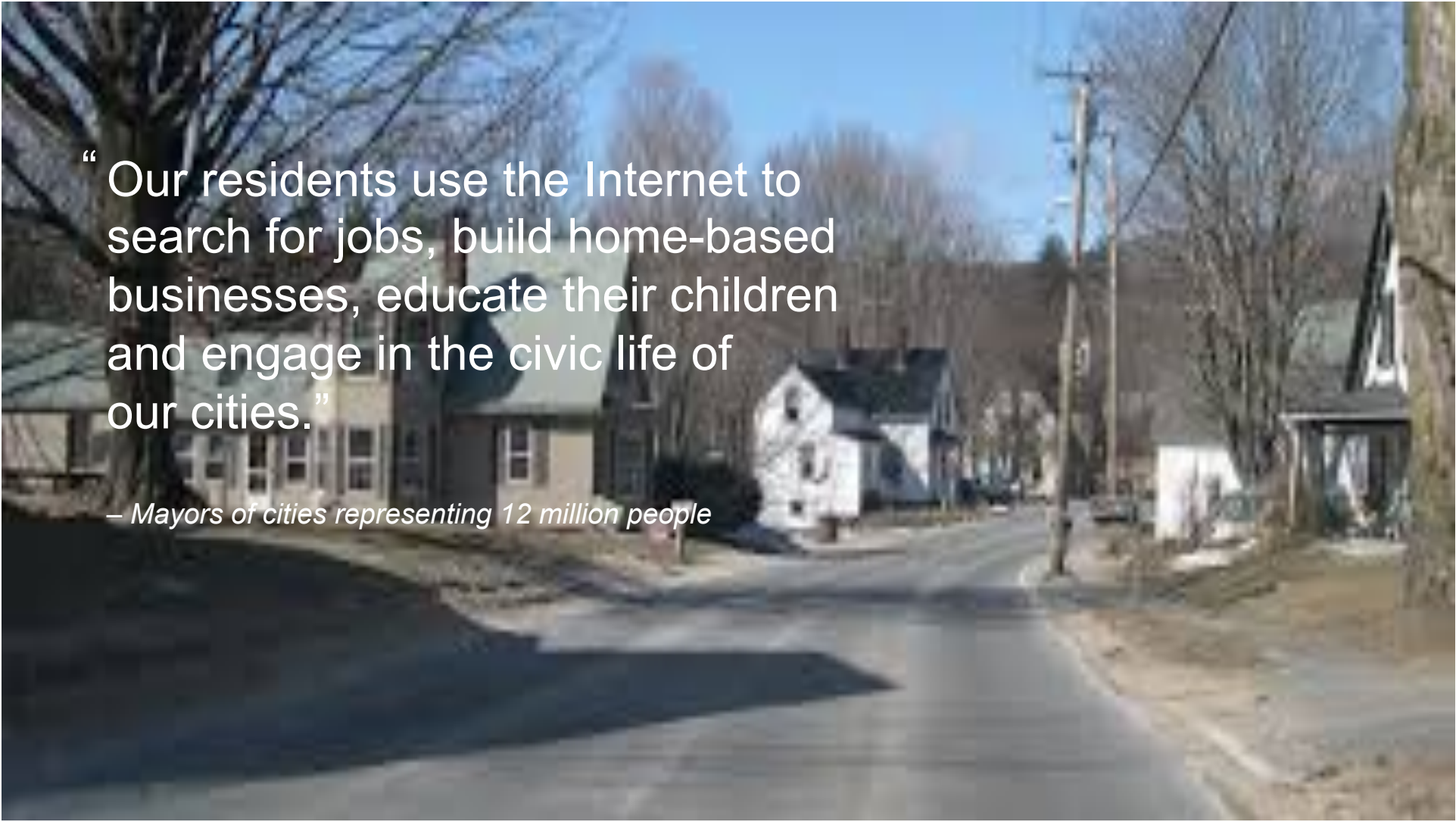
# GOSHEN

## COMMON VISION & COLLECTIVE IMPACT

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April 2017



A photograph of a residential street with houses and trees. The street is paved and runs through the center of the frame. On the left side, there are several houses, including a prominent two-story house with a dark roof and a chimney. On the right side, there are more houses, including a white house with a dark roof. The trees are mostly bare, suggesting a winter or late autumn setting. The sky is clear and blue. The overall scene is a typical suburban neighborhood.

“ Our residents use the Internet to search for jobs, build home-based businesses, educate their children and engage in the civic life of our cities.”

*– Mayors of cities representing 12 million people*

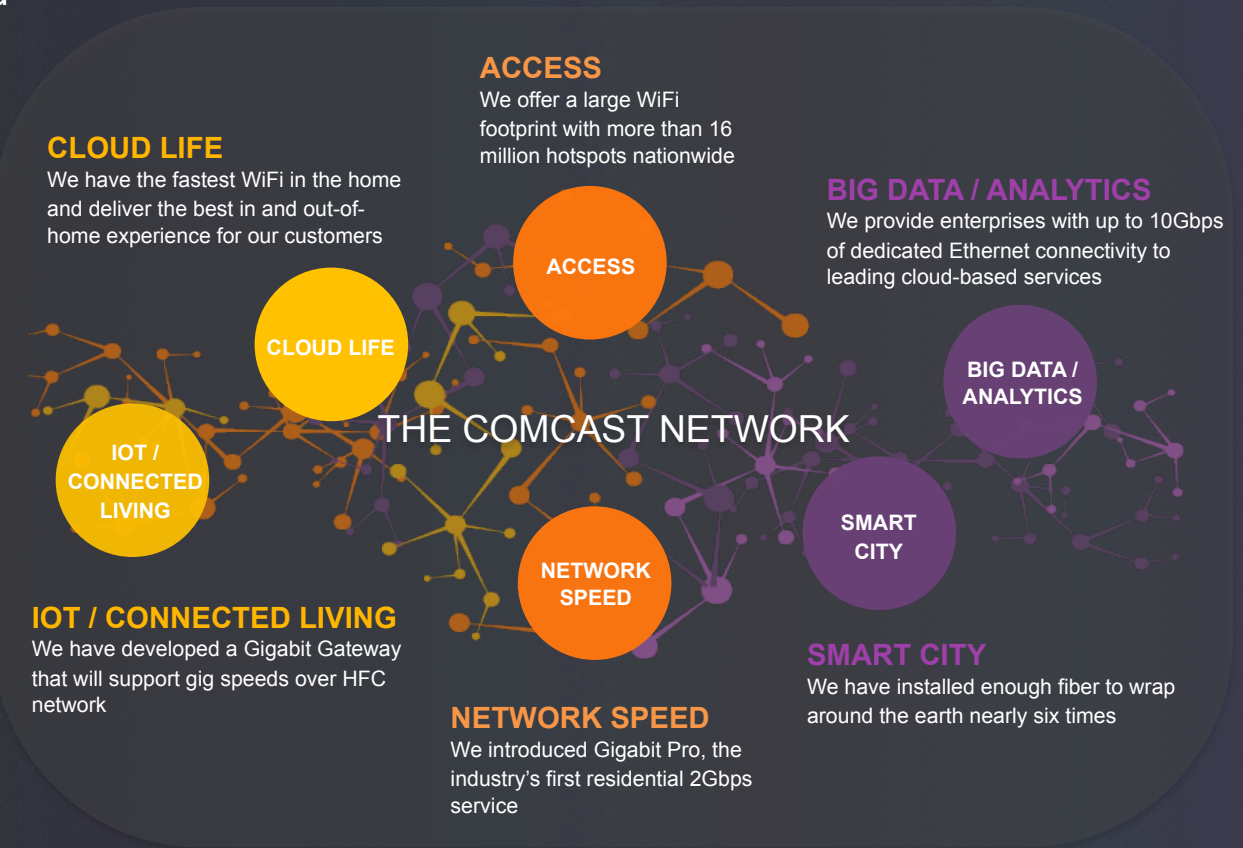


# THE COMCAST NETWORK

Investments for moving us forward

## WHAT YOU'VE BEEN ASKING FOR GOSHEN

- > Innovation and growth
- > Access via broadband and WiFi
- > Future proof investments
- > Meet economic development goals



# OUR PILLARS OF CIVIC ENGAGEMENT

Foundation for Working Together



## COMMUNITY INVESTMENT

Comcast Foundation invests in our local communities' workforce, and makes broadband more accessible to the underserved. Comcast continues to find innovative ways to engage with their local communities, customers and suppliers.



## ECONOMIC DEVELOPMENT

Comcast and its broadband infrastructure play a critical role in helping communities to attract, retain, and grow successful businesses, create jobs, and build intellectual capital.



## PRODUCT INNOVATION

Comcast is creating and delivering a wide variety of innovative technology solutions & product lines that connect communities to information, entertainment, and each other in ways that enhance lives and create new opportunities.



## CUSTOMER EXPERIENCE

Comcast is dedicating substantial resources, effort, and technology to consistently improve the customer experience, and ensuring that every single interaction our customers have with us is excellent.



# COMMUNITY INVESTMENT

Comcast Foundation invests in our local communities' workforce, and makes broadband more accessible to the underserved. Comcast continues to find innovative ways to engage with their local communities, customers and suppliers.



## COMMUNITY INVESTMENT



Since 2011...

- > 500k connected families
- > 2M connected individuals
- > 41k subsidized computers
- > \$240M in digital readiness initiatives



Since 2001...

- > 700,000+ volunteers
- > 6800+ projects
- > 4M+ service hours
- > \$18M+ in grants to local organizations



# COMMUNITY INVESTMENT



Big Brothers Big Sisters



BOYS & GIRLS CLUBS  
OF AMERICA



Comcast  
Cares



United Way

INTERNET  
ESSENTIALS  
from Comcast



Urban League of  
Springfield





# ECONOMIC DEVELOPMENT

Comcast and its broadband infrastructure play a critical role in helping communities to attract, retain, and grow successful businesses, create jobs, and build intellectual capital.



## ECONOMIC DEVELOPMENT

### We create jobs

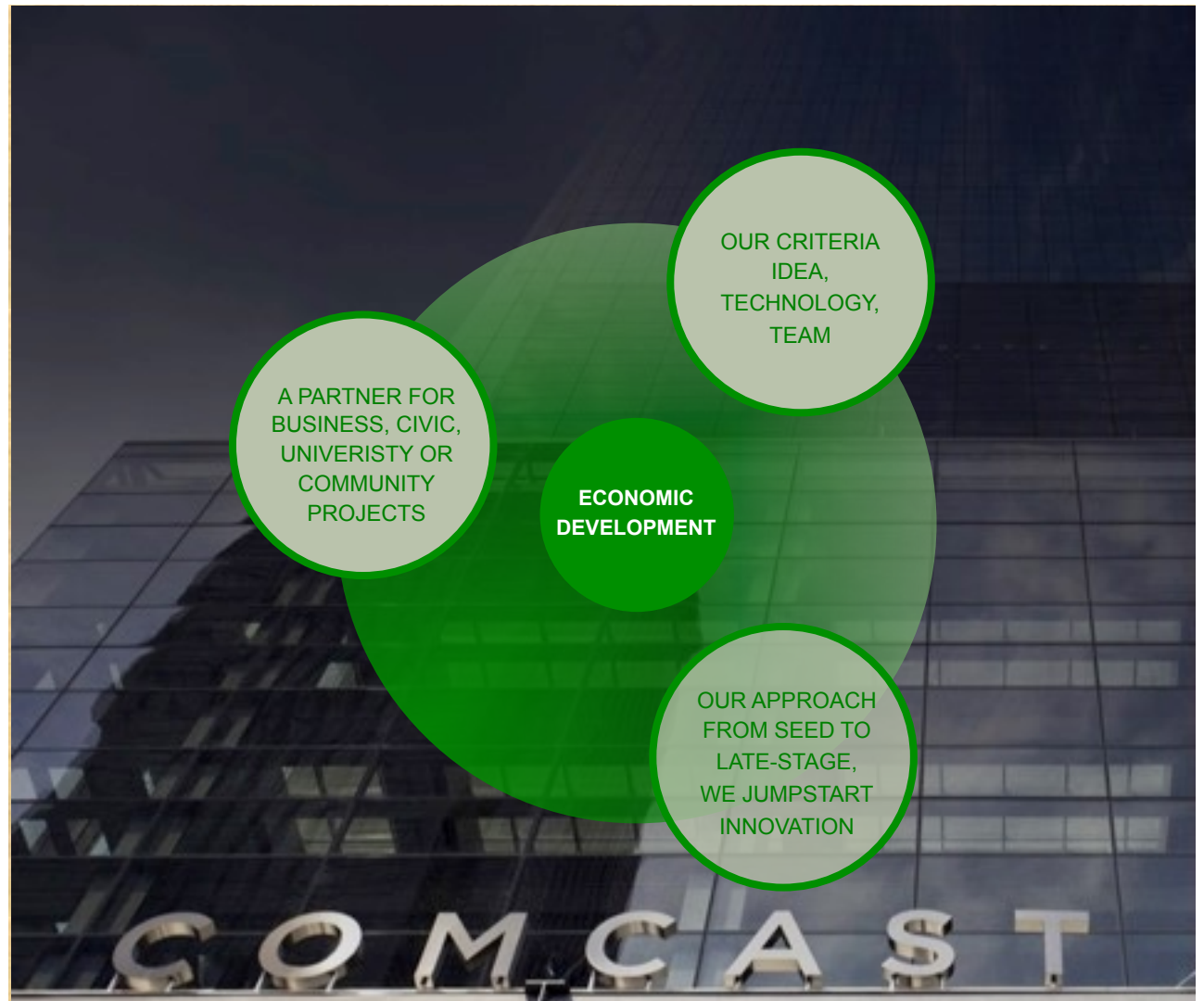
- > Xfinity
- > Comcast Business
- > Comcast Spectacor
- > NBCUniversal
- > Telemundo
- > Universal Pictures


### We grow businesses

- > Comcast Ventures
  - 158 investments
  - 113 companies
- > NBCUniversal Media Labs
- > Comcast Innovation Labs
- > Mentorship & co-working spaces
- > Comcast Business Community

### Community Tech Partner

- > Strategic Development Team
- > EveryBlock
- > NBCUniversal Media Labs
- > Comcast Innovation Labs





# PRODUCT INNOVATION

Comcast is creating and delivering a wide variety of innovative technology solutions & product lines that connect communities to information, entertainment, and each other in ways that enhance lives and create new opportunities.

# PRODUCT INNOVATION

- Comcast Business launches multi-gig Ethernet service

- Comcast, kicks off year two of Internet Essentials
- National launch of X1, cloud-enabled television platform
- Launches Xfinity Streampix

- Launches XFINITY On Campus
- Launches Ethernet @Home
- Comcast Innovation & Technology Center – new building announcement

- DOCSIS 3.1 – enable Gigabit speeds, initial deployment
- XFINITY WiFi - 14 million hotspots available

2010

2012

2014

2016

Timeline

2011

2013

2015

- XFINITY TV launches in Spanish
- Xfinity Home Security expands into six additional markets

- Comcast Business Services unveils Upware™ – a cloud-based business-to-business software marketplace for SMB customers
- Launches neighborhood Wi-Fi initiative with the goal to enable millions of XFINITY Wi-Fi hotspots at no additional cost
- Launches XFINITY TV Go app
- Launches Xfinity Home Control








- X1 Talking Guide & X1 Voice Remote – accessibility offerings
- XFINITY WiFi - 11 million hotspots available
- Gigabit Pro – symmetrical 2 Gbps service for the home

- XFINITY Share
- Stream
- WATCHABLE
- Increased Internet speeds 16 times over the last 14 years










# A DAILY EXPERIENCE

## COMCAST at WORK





-  BUSINESS INTERNET
-  BUSINESS WiFi
-  BUSINESS VOICE
-  BUSINESS TV
-  BUSINESS ETHERNET
-  XFINITY HOME
-  XFINITY CONNECT MOBILE



## COMCAST at HOME

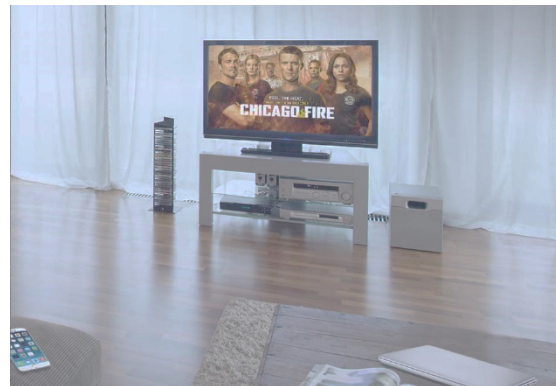
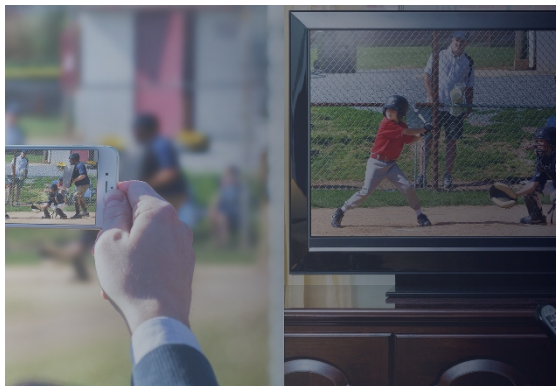
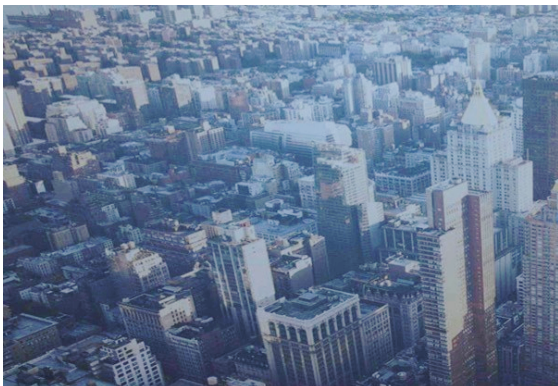
-  X1 VOICE REMOTE
-  X1 TALKING GUIDE
-  XFINITY HOME
-  XFINITY SHOWS AND ON-DEMAND
-  XFINITY TV APP
-  X1 DVR WITH CLOUD TECHNOLOGY
-  XFINITY DIGITAL VOICE
-  XFINITY WiFi

## COMCAST at PLAY

-  XFINITY SHARE
-  XFINITY TV GO
-  XFINITY TV APP
-  XFINITY WiFi



# AN EXPERIENCE BUILT ON WHAT YOU SEEK



## COMCAST at WORK



### BUSINESS ETHERNET

High-capacity network with multi-gig service and the ability to access the Internet at speeds up to 10 Gbps



### BUSINESS WiFi

Access to Private & Public wireless access via dual-band Business Wireless Gateway



### BUSINESS VOICE

Be anywhere with Simultaneous Ring to integrate work line with mobile number

## COMCAST at PLAY



### XFINITY TV Go

Live stream 92 live networks, or watch 26,000 demand choices to mobile devices



### XFINITY HOME

Access your home security and automation system at home or on the go



### XFINITY CONNECTIONS

With XFINITY Share and XFINITY Connect Mobile App - live stream, send photos, videos or place video calls to a TV or device to stay connected with family and friends

## COMCAST at HOME



### X1 AUDIO CONTROLS

With X1 Voice Remote and Talking Guide use voice commands to change channels, search for shows, get recommendations and more



### XFINITY HOME

Access and control live video monitoring right from your TV with X1



### XFINITY SHOWS & ON-DEMAND

85 percent of X1 customers access over 66,000 choices every day





# CUSTOMER EXPERIENCE

Comcast is dedicating substantial resources, effort, and technology to consistently improve the customer experience, and ensuring that every single interaction our customers have with us is excellent.



## CUSTOMER EXPERIENCE

**\$300M investment**  
improvement on Customer Service in 2016

### Transformation

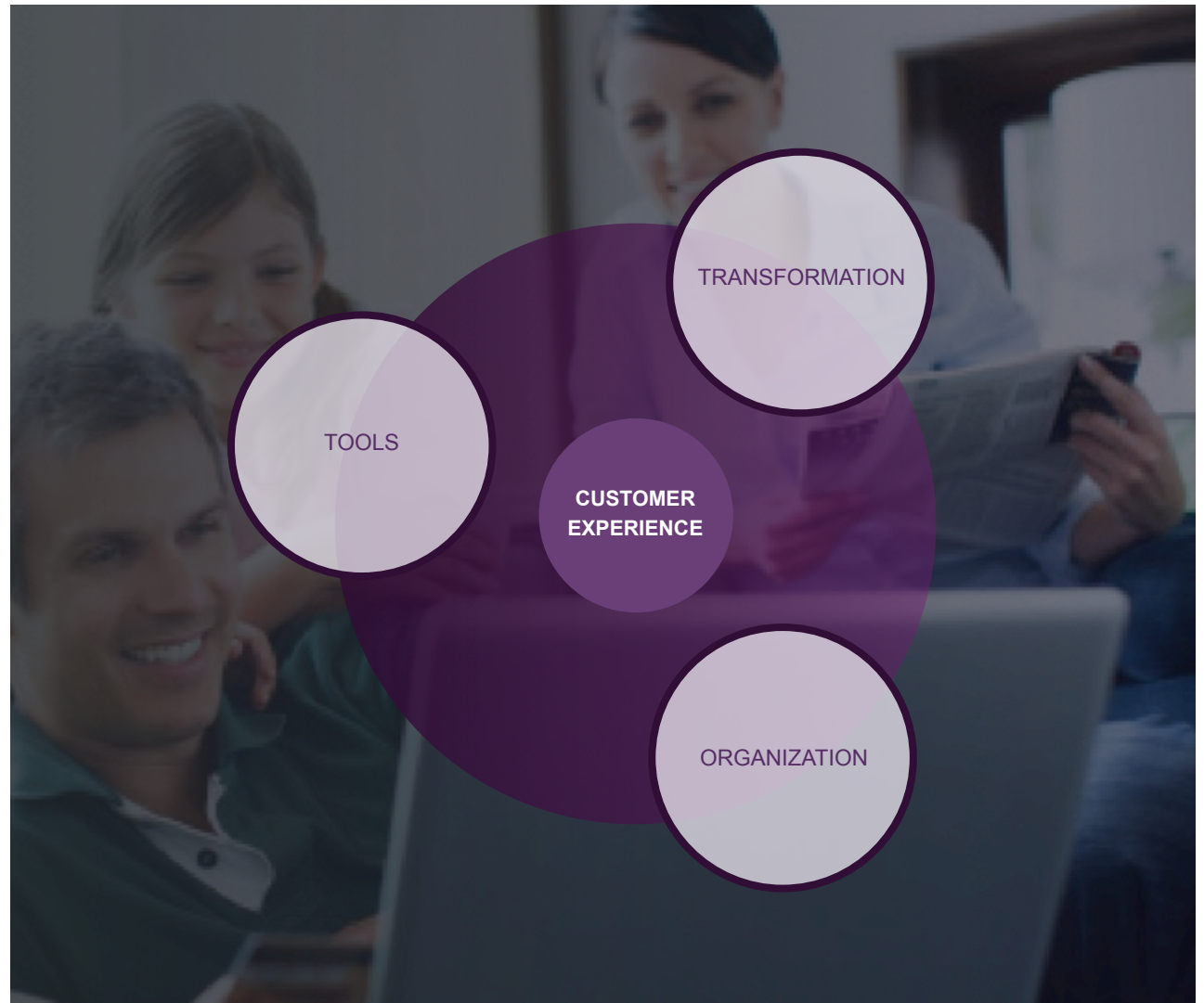
- > Company-wide initiative
- > All employee training, senior managers to front-line

### Organization

- > Hired 5K call center reps
- > 3 new support centers
- > Albuquerque, NM – Spanish bilingual employees
- > Increase staff in Social Care

### Tools

- > My Account
- > Tech ETA
- > Co-Pilot





# GOSHEN

## COMMON VISION & COLLECTIVE IMPACT

**Teamwork** and **collaboration** are keys to success, both within a company and within a community

Success in the Town of Goshen will be achieved through the **collective actions** of state government, corporate and community partners

We have **world-class** resources in terms of technology, organizations and people. The MBI is committed to resolving the digital divide.

**Working together**, there is no task that can't be achieved, no obstacle that can't be surmounted.