



# Comcast in Carroll County, Maryland

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# Expanding Investments in Carroll County

- Comcast provides service in each of Carroll County's municipalities, plus areas of the unincorporated County.
- Comcast continues to expand its hybrid fiber-coax plant & equipment in Carroll County to serve more residents each year.
- There are more than 5,600 additional homes passed by Comcast's state of the art network since 2014.
- This year, 28 new miles of plant have been constructed – almost 600 new serviceable homes passed.
- Comcast completed all 14 of the agreed upon franchise agreement construction projects either on time or ahead of schedule – adding a combined 15 miles of additional cable plant in Carroll County.
- There have been 18 annual Internet Speed increases, the most recent of which became effective on October 8<sup>th</sup>.
- Comcast offers the Award-Winning X1 Video Platform with the *Talking Remote*, *Revolutionary Accessibility Features* and the *Ability to Bring Your Video with You*.
- There are over 40 Comcast employees who work within Carroll County & we operate one technical operations facility.

# Xfinity: Best in Class Technology for Products and Services

- **XFINITY Internet:** Reliably fast speeds, wifi coverage to stay connected, with the support & security that you need.
- **XFINITY TV:** The X1 video platform is the game changer that allows customers to search and discover content they love like never before, including the voice-controlled remote.
- **XFINITY Voice:** The future of landline phone service available today.
- **XFINITY Mobile:** The only network that automatically connects you to millions of secure Xfinity Wifi hotspots, combining the best LTE network with the most wifi hotspots nationwide
- **XFINITY Home:** The best professionally installed home security service.

# Serving the Local Carroll Community: Partnership & Volunteerism

*“We are a firm believer that we have a responsibility to give back to the communities where our employees and customers live and work.”*

- **Comcast Cares Day:** From 2015-2019 there have been 25 Comcast Cares Day projects that brought together over **4,100 volunteers** throughout the Carroll County community.
- Comcast has made \$320,000 in Cash & in-Kind Support since 2014 within Carroll County.
- We partner via our Comcast Foundation, In-Kind Media Support and grants to local organizations such the *Boys & Girls Club of Westminster* & the *Arc of Carroll County*.
- **Additional partners have included:** Carroll Community College; Carroll Chamber of Commerce, Carroll County Public Libraries, Carroll Food Sunday; the Downtown Sykesville Connection; Carroll County Arts Center to name just a few.
- **Internet Essentials:** Helping to Bridge the Digital Divide by Bringing Affordable High-Speed Internet to Individuals & Families in Need.
  - Internet Essentials Partnership-Outreach MOU with Carroll County Public Schools



# Providing the Best in Customer Experience & Satisfaction

- Customers have a variety of ways to engage with us and conduct transactions.
- Comcast has been making investments to create many new self-help service options for customers to access and manage their accounts, as well as pay for our products and services.
- Service appointment windows have been reduced from 4 hours to 2 hours, with the ability to receive real time updates about the status of the technician's arrival.
- Comcast offers self-install kits and the ability to order & exchange equipment through the mail as well as drop-off equipment at *The UPS Store* locations.
- Customers can still make a payment that is included with their bill stub by US Postal service as well as utilize the pay by phone feature to Comcast.
- Customers may interact with Comcast in multiple ways including by phone and online.
- Customers can also manage nearly all aspects of their account by using the **Xfinity My Account** app and web portal.

# Multiple options for interacting with Comcast

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FORT AVE

Overview

Billing

Services


Users

Devices

Settings

Español


Account ...574




Hi, Fort Ave

Complete 3 steps to finish your account setup.


25% COMPLETE




Automatic Payments >



Paperless Billing




Personal Email >



Mobile Number >

Bill Pay


Your recent credit of \$36.60 has processed.





View Billing


Make a Payment


Common Solutions

 Check Your Email

 Manage Settings


 Move or Transfer Service

 Search Help & Support




Want to change when your bill is due each month?

No problem! Simply choose a day that works for you. [Get Started](#)



Don't get locked out of your account!

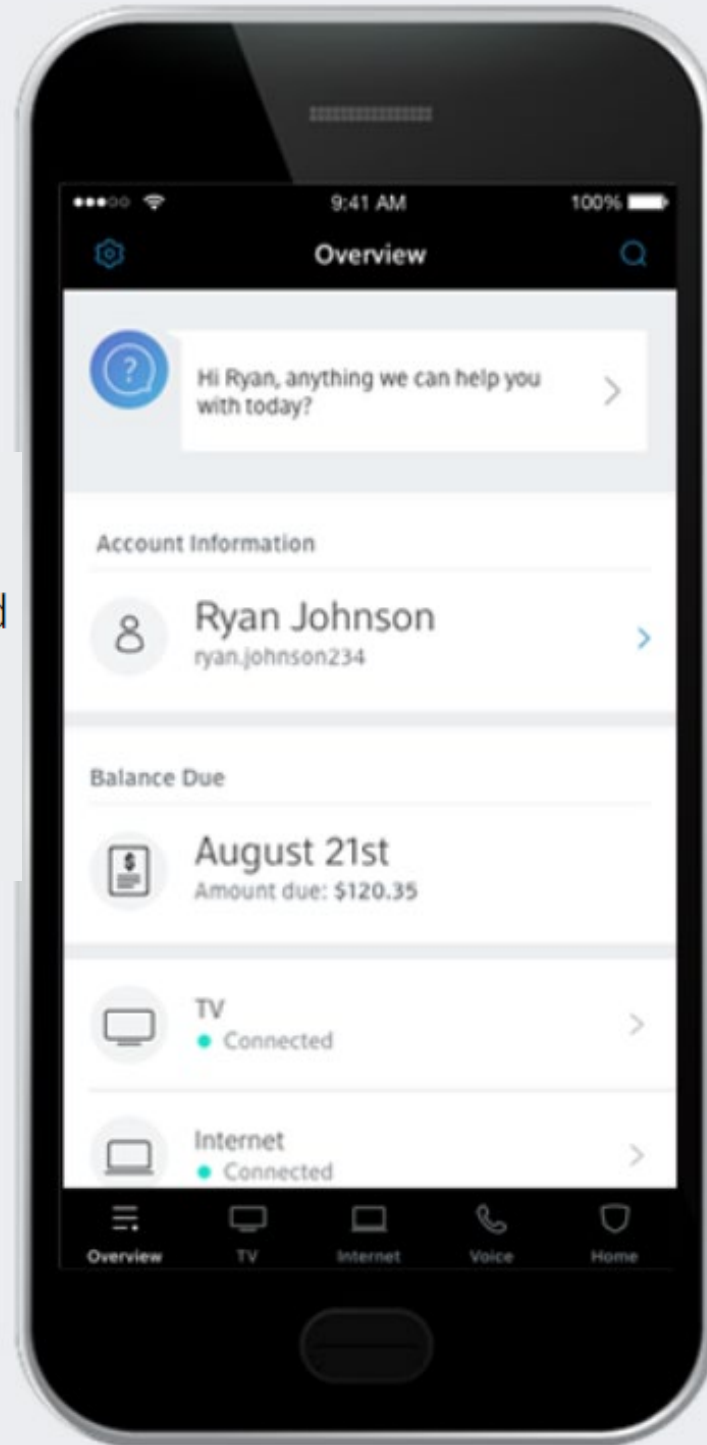
Add an email address for password recovery



# Using Xfinity My Account App

Xfinity My Account app enables you to:

- Pay your bills
- Personalize your WiFi name and password
- Check for service outages
- Check for technician arrival time
- Troubleshoot Xfinity equipment
- Explore your TV channel lineup anytime



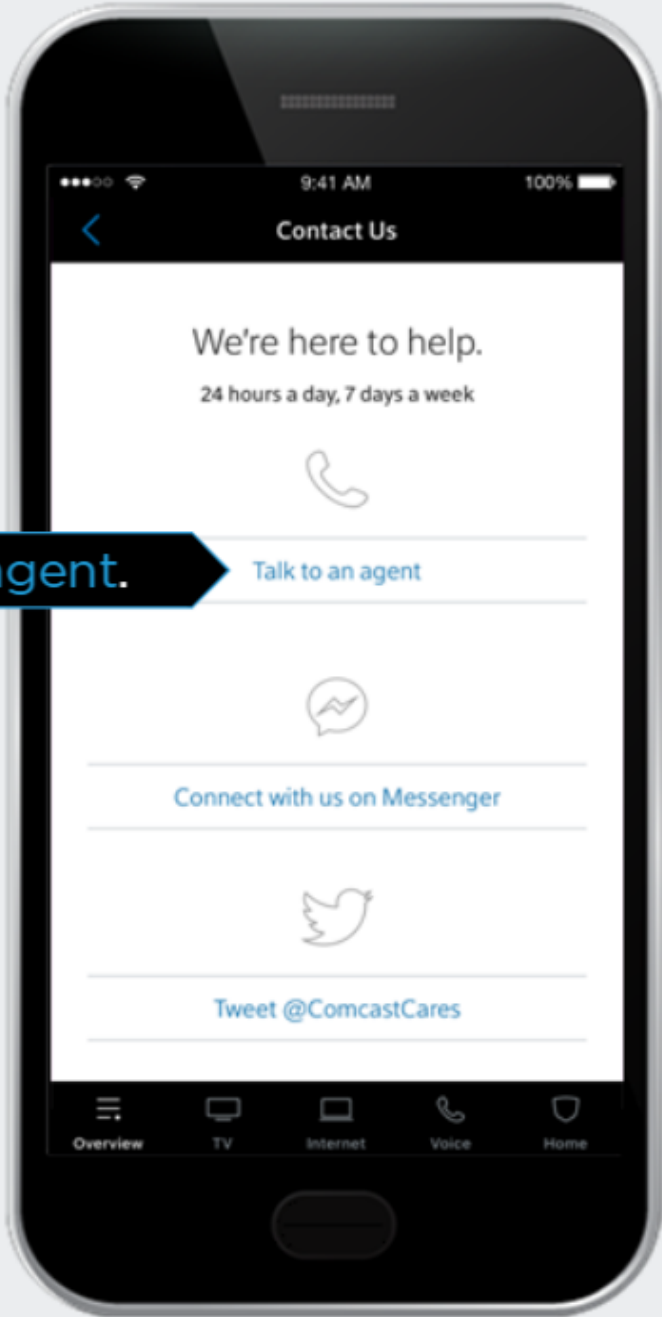
My Account can also be accessed using the X1 Voice Remote

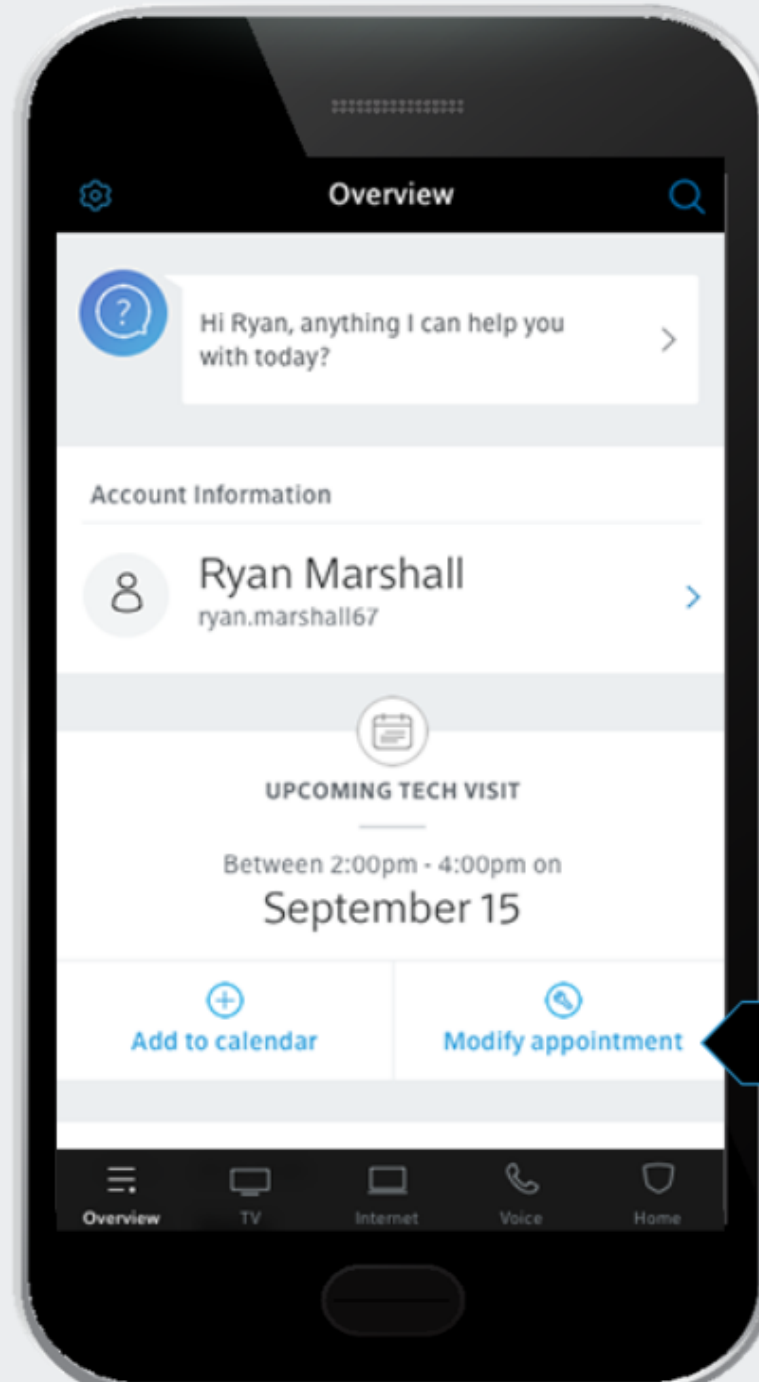




Here you can select to talk to an agent over the phone, connect via messenger, or tweet a message to Comcast Cares.

Select **Talk to an agent.**





Once you make your appointment and open the My Account app, you will see any upcoming Tech visits on your home page.

From here you are able to add the visit to your calendar or modify the appointment as needed.

Select **Modify appointment**.

# Tips in case of an outage

## What if my power is out?

If the power is out, your local utility provider will need to restore power before your Xfinity services can be restored. On occasion, your power may start working before your Xfinity services. In those situations, we ask for your patience – our teams work hard to get our services back up and running so you can be connected again.

## What if my internet is down?

You can find and connect to [Xfinity WiFi hotspots](#) when you need them most. Just sign in to any [xfinitywifi](#) network using your username and password.

## Can I watch TV?

With the [Xfinity Stream app](#) you can watch live TV and On Demand content from your computer or mobile device. You can even download shows and movies to watch offline in case you lose power.



Chat with Xfinity

[Ask a question](#)



Talk to an Agent

[Get a call](#)

# Thank You