



MEDIA ADVISORY
SEPTEMBER 23, 2008

COMCAST ANNOUNCES HURRICANE IKE CREDITS FOR CUSTOMERS

Comcast is continuing to work diligently to restore service to customers along the Greater Texas Gulf Coast in the aftermath of Hurricane Ike. 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. For customers who prefer to send an email, they can do so by clicking on the Contact Us link on www.comcast.com.

In addition to our 2,700 local employees, more than 500 cable technicians from around the country have come to the Greater Texas Gulf Coast region to help us with restoration efforts as we work to rebuild our lives, our homes and our community.

- 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 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 not be available. 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, customers 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 restore services to their previous levels.
- Customers who have a damaged cable drop (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 power or cable lines, 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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