

Chris Reed

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Subject: Comcast Storm Restoration Update - October 13, 2016



Comcast Storm Restoration Update October 13, 2016

Comcast remains deeply committed to providing the best service possible to all of our customers; our network restoration following Hurricane Matthew epitomizes that commitment. While we have made great progress since Sunday, there is plenty of work left to do. Recognizing that you are fielding a lot of questions around restoration efforts more generally, we wanted to provide an update on Comcast's network repairs in the Savannah area.

Assessment

Immediately after the storm subsided, our team closely followed behind Georgia Power and the respective EMCs to assess the damage and identify the required restoration work. Limited accessibility to Tybee and Wilmington Islands initially impeded this progress; however, at this point, we have completed the ride-out of 75% of our network in the Savannah area.

Network Restoration

While working through the damage assessment process, our team began restoring services Sunday. The first priorities were to restore the backbone network, including the data centers, and connectivity to cell towers. By Monday evening, all of the data centers were up and running, albeit on generator power, and the connectivity to nearly all of the cell towers we support in the area was restored. As of today, all of the data centers are back on commercial power.

The next step is to address neighborhood-level outages. As of this morning, we had 230 circuits to repair, down from 543 on Sunday. As these circuits come online, many customers have full service restoration. In other cases, additional repairs are required at the neighborhood level or to lines feeding individual homes. Eighteen construction crews have been deployed in the Savannah market to make network-related repairs, with more available as needed.

Customer Service

While in storm mode, we are logging customer-reported issues but not booking service appointments. As the network comes back online, we are making outbound calls to these customers and confirming that their services are running properly. If not, we will roll a service technician to their home.

All 80 service technicians serving the Savannah area are back at work and addressing these issues. As with our construction teams, we have more people prepared to come into the market to address any spike in demand.

All of our service centers are up and open during normal business hours. Those locations are:

- 145 Park of Commerce Drive, Savannah
- 1800 East Victory Crossing, Savannah
- 1050 Kacey Drive, Hinesville
- 1567 West Cherry Street, Jesup

Please let me know if you would like additional information. Otherwise, we will provide additional updates as appropriate.



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