

## **Comcast NBCUniversal COVID-19 Company Response**

*Updated as of 4.2.20 at 5:00 pm*

### **Comcast**

- **\$500 Million to Support Employees:** Comcast has committed \$500 million to support our employees through continued pay and benefits where operations have been paused or impacted, and we have committed significant resources to support our [customers](#).
- **Internet Essentials Free to New Customers:** New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream.
- **Xfinity Education Destination for Kids K-12:** Comcast has made nearly 2,000 hours of programming and thousands of free titles available to Xfinity video customers to give children and parents quick and easy access to educational programming by grade level. A subset of the education collection is also available on Xfinity Flex and across devices via the Xfinity Stream app and website.
- **Comcast Gives Xfinity Customers Rolling Free Previews with Focus on Education, Entertainment and Fitness:** Comcast has made the on demand catalogs from a series of premium networks and subscription video on demand (SVOD) services available for its Xfinity X1 and Flex customers to enjoy starting with SHOWTIME, EPIX, CuriosityStream, HISTORY Vault, Grokker Yoga Fitness & Wellbeing, The Reading Corner, and DOGTV.
- **Hulu Joins X1:** Hulu is now available on Xfinity Flex – and rolling out to X1 soon — bringing more entertainment to our customers with Hulu Originals, movies and shows right alongside a growing collection of networks and streaming services already available to them.
- **University Students Offer:** Xfinity is now offering eligible university students who live in our service areas and need internet service a Visa prepaid card worth about two months of internet service. No upfront fees, no installation costs.
- **Comcast is taking steps to implement the following new policies for the next 60 days, and other important initiatives:**
  - **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots located in businesses and outdoor locations across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers.
  - **Pausing Our Data Plan:** While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.

- **No Disconnects or Late Fees:** We will not disconnect a customer's Internet service or assess late fees if a customer contacts us and lets us know that they can't pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.
- **24x7 Network Monitoring and Continuous Investment:** Our engineers and technicians staff our network operations centers 24/7 to ensure network performance and reliability. We are monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well. We also continue to invest substantially to add capacity where needed, and in other network upgrades, to ensure that all our customers continue to receive robust performance and experiences.
  - **COVID-19 Network Update Landing Page:** And, we've launched a microsite to display our network performance data.
- **Updated Technician Policies and Practices:** With the rapidly evolving COVID-19 situation, we have continually assessed our protocols for our customer-facing employees and taken extra precautionary measures, such as additional sanitization practices and daily temperature checks. Recently, we updated our technician protocols, adding more guidelines to limit technician interactions within our customers' homes to only when it's necessary to ensure they are connected to the critical services that they need.
- **Work From Home:** We've asked every employee that is able to work from home, to do so, in every office across the country. In addition, we have been transitioning thousands of customer service representatives across the country to work from home. We have teams working around the clock to help our call center teams make this transition to work from home while continuing to support our customers.
- **Additional compensation:** In recognition and appreciation for their effort to care for our customers and the community, we are offering additional compensation to certain groups of hourly front-line employees who are needed to keep our services running and who are not able to work virtually.
- **Retail Stores:** With the health & safety of our employees and customers being our top priority, we have decided to temporarily close some of our stores. For those that remain open, we have reduced their operating hours, have strict sanitization practices in place, and will only be providing essential services.

### **Comcast Leadership**

- **Roberts Family Donation:** The Roberts family donated \$5 Million to The Fund for the School District of Philadelphia to help Philadelphia students start online classes by mid-April. Funding will help support the purchase of 50,000 Chromebooks, which will help level the playing field and ensure that all students who attend the 220 District-led public schools across Philadelphia have the tools they need to learn at home.

- **Salary Donation:** Effective April 1, and for the duration of this situation, senior leaders Mike Cavanagh, Dave Watson, Jeff Shell, Jeremy Darroch and Brian Roberts have chosen to donate 100% of their salaries to charities that support COVID-19 relief efforts.

## **NBCUniversal**

- **Universal Theme Parks:** [Orlando](#), [Hollywood](#), and [Japan](#) parks closed temporarily due to COVID-19.
- **Day-and-Date Release Films:** Universal Pictures will make its movies available in the home on the same day as their global theatrical releases.
- **NBCUniversal Broadens Access to News Networks and Programming:** NBCUniversal is making MSNBC and CNBC available, in partnership with its distribution partners, to all their video customers, regardless of the packages to which they subscribe. Additionally, NBC News Now, a 24/7 online streaming service from NBC News, will feature programming drawing upon all the news resources of NBC News, MSNBC and CNBC, free to viewers.
- **NBCUniversal Launches 'The More You Know' COVID-19 Campaign in Partnership with Ad Council, CDC, HHS, & White House:** In partnership with the White House, CDC, and HHS, NBCUniversal created a series of videos and graphics, available in both English and Spanish to help educate people around the country about how they can reduce their risk and prevent the spread of COVID-19. The PSAs direct audiences to visit [www.coronavirus.gov](http://www.coronavirus.gov), a centralized resource that includes up-to-date information on the crisis.
- **NBC News Special Report:** NBC News will air a series of live primetime specials on the coronavirus pandemic Tuesdays at 10pm ET across NBC, MSNBC and NBC News NOW.
- **Volunteering:** NBCU employees have the opportunity to lend a virtual hand to organizations that are no longer able to welcome in person volunteers due to the pandemic. To start, NBCUniversal is focusing volunteering efforts to directly impact nonprofit partners in NYC.

## **Telemundo**

- **NBCUniversal Telemundo Enterprises Stands With Hispanic-Owned Businesses Impacted By The COVID-19 Crisis:** NBCUniversal Telemundo Enterprises announced the launch of “Nuestros Negocios” (“Our Businesses”), a nationwide campaign under the umbrella of Telemundo’s award-winning corporate social responsibility platform “El Poder En Ti” (The Power in You). Launched in partnership with the U.S. Hispanic Chamber of Commerce (USHCC), the multiplatform campaign will tap into Telemundo’s network, local stations, digital and social platforms to spotlight small and medium-sized Hispanic-owned businesses impacted by the COVID-19 pandemic and promote their services to help them sustain their businesses through these challenging times.

- **Public Service Announcements:** Telemundo and an array of its network talent, artists and news personalities come together to urge audiences to stay home to stop the Coronavirus (COVID-19) spread. The videos are currently running on-air and across all of the network's digital platforms including Facebook, Instagram, Twitter and YouTube. They aim to promote and help raise awareness around the #StayHome worldwide initiative within the U.S. Hispanic audience.
- **Concierto En Casa:** In response to the COVID-19 pandemic, Telemundo presented "Concierto en Casa" (#ConciertoEnCasa), the first-of-its-kind all virtual music special on Spanish-language media on Telemundo Network, UNIVERSO and across all its platforms.

## **Sky**

- **Day-and-Date Release films:** Sky has partnered with NBCUniversal to make a range of movies available to rent at home through Sky Store, on the same day as the global premieres.
- **Sky Go Extra** will be available to all customers for free, so busy homes will have access to Sky TV on three screens at the same time.
- **Free Customer Calls:** Calls to UK landlines at any time of day will be free for existing Sky Talk customers from the third weekend of March to the end of April.
- **Data Boost:** All Sky Mobile customers will get a 10GB data boost into their Piggybanks, free of charge. This can be shared across all the SIMs on the account.
- **Entertainment Choices:** YouTube kids and Disney+ will be coming to Sky Q in the coming weeks, to give families even more entertainment choices.