



## PRESS RELEASE

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### FOR IMMEDIATE RELEASE

#### **Comcast Brings Small Business Owners More Options for Advanced Technical Support**

*Business Class Signature Support Provides Small Businesses with Technical Assistance and Equipment Protection via a Variety of Packages and Options*

**PHILADELPHIA, PA – September 12, 2012** – Comcast Corporation, one of the nation's leading providers of information and communications products and services, today announced the launch of Business Class Signature Support, a new 24/7 technical support and equipment protection program for its small business customers. With this new offering, Comcast Business Services now provides its customers a single, trusted source of support for the computers, tablets, mobile devices, servers and networks that power their small business.

"Our small business customers have been telling us they need help keeping up with and getting ahead of today's ever-evolving technology," said Daniel Herscovici, Vice President of Signature Support at Comcast. "Whether it's setting up a network, helping a small business get its employees connected remotely, removing a virus, or providing critical cloud-based data back-up, our new Business Class Signature Support service enables customers to meet their growing technology requirements."

With Business Class Signature Support, small business customers will have access to experienced IT specialists who can provide advanced technical support online, over the phone, or in-person at their convenience. Customers will be able to choose from several monthly packages ranging from round-the-clock remote support, onsite assistance and extended warranties. In addition, Comcast will offer one-time services such as virus removal, system set-up and wired and wireless network connectivity.

Comcast Business Services is initially launching Business Class Signature Support across its Northeast Division, which includes 14 states from Maine through Virginia and the District of Columbia. The service will be made available in the remainder of the company's markets later this year.

Since 2006, Comcast has been providing small businesses with advanced communications solutions, including Internet, Ethernet, Voice and TV services.

"Our Business Class services are already backed by industry-leading 24/7 technical support and today's announcement further extends our focus on being a trusted and reliable partner for the small business," added Kevin O'Toole, Senior Vice President and General Manager of New Business Solutions for Comcast Business Services. "By offering this new level of support, we're helping our small business customers stay focused on growing their business versus being side-tracked dealing with the technology that powers it."

For more information on Business Class Signature Support, please visit [business.comcast.com/signaturesupport](http://business.comcast.com/signaturesupport) or call (855) 556-0602.

#### **About Comcast Business Services**

[Comcast Business Services](#), a unit of Comcast Cable provides advanced communication solutions to help organizations of all sizes meet their business objectives. Through a modern, advanced fiber network that is backed by 24/7 technical support, Comcast delivers Business

Class Internet, Ethernet, TV and Voice services for cost-effective, simplified communications management.

### **About Comcast Cable**

Comcast Corporation (Nasdaq: CMCSA, CMCSK) ([www.comcast.com](http://www.comcast.com)) is one of the nation's leading providers of entertainment, information and communications products and services. Comcast is principally involved in the operation of cable systems through Comcast Cable and in the development, production and distribution of entertainment, news, sports and other content for global audiences through NBCUniversal. Comcast Cable is one of the nation's largest video, high-speed Internet and phone providers to residential and business customers. Comcast is the majority owner and manager of NBCUniversal, which owns and operates entertainment and news cable networks, the NBC and Telemundo broadcast networks, local television station groups, television production operations, a major motion picture company and theme parks.

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