



PRESS RELEASE

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McMenamins Continues to Strengthen Customer Experience and Satisfaction with Comcast Business

Scalable, High-Performance Ethernet, Voice and TV Services Enable Chain of Breweries, Pubs, Theaters and Hotels to Increase Operational Efficiency and Reliability

PORTLAND, ORE. – September 24, 2013 – [Comcast Business](#) today announced that McMenamins, a family-owned business which owns and operates numerous pubs, breweries, music venues, hotels and theaters in Oregon and Washington, is using Comcast [Ethernet](#), [Business TV](#) and [Business Voice](#) services to connect a number of locations in both states.

For over 30 years, McMenamins has provided communities throughout Oregon and Washington with family-friendly establishments that offer fun in a casual, relaxed atmosphere. Since their first pub opened in 1983, owners Mike and Brian McMenamin have been focused on customer satisfaction and experience. This commitment led to the opening of their first brewery two years later and allowed them to grow to their current size, managing 57 locations in Washington and Oregon including nine hotels, two spas, 24 breweries, two distilleries and a winery as well as a number of movie theaters and music venues. Thirty of these locations are located in the Portland metro area alone.

As McMenamins continued to expand, there was a growing need for additional bandwidth to uphold their commitment to customer satisfaction and to improve back office operations. Demand on catering and event space increased and businesses and customers increasingly required the ability to stream video and host online meetings in addition to the free wireless internet provided for patrons at each of the company's pubs and hotels. McMenamins also needed additional bandwidth to accommodate the transfer of large files between their headquarters and other locations, to reliably provide the infrastructure used for credit card transactions and to enable access to property management software hosted offsite.

"Our company has always been dedicated to providing the best possible customer experience at all of our venues, so it is important that our Ethernet services are reliable and scalable because they underlie so many of the customer-facing aspects of our business," said Joe Frazier, information systems manager at McMenamins. "Having a single point-of-contact for all of our locations using Comcast services eases the effort needed to manage those services and gives us the peace of mind that in the event of a problem, we can find a solution more quickly and avoid additional headaches."

McMenamins is currently using Comcast Business's Ethernet services at 6 locations in Oregon and Washington including a 50 Mbps Ethernet Dedicated Internet connection at their headquarters in Portland as well as 10 Mbps Ethernet Network Services connections at Hotel Oregon, White Eagle Saloon, Grand Lodge, Mission Theater and Pub, and the Olympic Club Hotel in Centralia, Washington. McMenamins also utilizes Comcast's television services at 51 of their 57 locations, as well as PRI Trunks at their larger hotel properties.

"McMenamins continues to grow and needs a provider that can grow with them as they add new locations and additional services. Managing multiple locations across multiple regions can cause unneeded stress and confusion when working with different vendors, services and points of contact," said David Brown, regional vice president for Comcast Business. "Comcast Business enables its customers to manage advanced Business Internet, TV and voice services for multiple locations spread over a large geography, increasing efficiency and reliability."

About McMenamins

The name "McMenamins" is well known throughout Oregon and Washington, signifying great places to enjoy handcrafted ales, wines and spirits and Northwest-inspired pub fare with family and friends. The dream began more than 30 years ago and continues to grow in the hearts of brothers Mike and Brian McMenamin. With 57 properties (and counting), the siblings are considered to be pioneers of the Pacific Northwest microbrew and historic hotel industries. See mcmenamins.com for additional history, photos, menus and more.

About Comcast Business

Comcast Business, a unit of Comcast Cable, provides advanced communication solutions to help organizations of all sizes meet their business objectives. Through a modern, advanced network that is backed by 24/7 technical support, Comcast delivers Business Internet, TV and Voice services for cost-effective, simplified communications management.

The Comcast Business Ethernet suite offers high-performance point-to-point and multi-point Ethernet services with the capacity to deliver cloud computing, software-as-a-service, business continuity/disaster recovery and other bandwidth-intensive applications. Comcast Ethernet services are significantly faster than standard T1 lines and other legacy technologies, providing scalable bandwidth from 1 Mbps up to 10 Gigabits-per-second (Gbps) in more than 20 major US markets.

For more information, call 866-429-3085 or visit <http://business.comcast.com/enterprise>.

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About Comcast Cable

Comcast Cable is the nation's largest video, high-speed Internet and phone provider to businesses and residential customers. Comcast has invested in technology to build an advanced network that delivers among the fastest broadband speeds, and brings customers personalized video, communications and home management offerings. Comcast Corporation (Nasdaq: CMCSA, CMCSK) is a global media and technology company. Visit www.comcastcorporation.com for more information.

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