



PRESS RELEASE

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Mattress 1 Improves Customer Service with Comcast Business

*Business VoiceEdge and Comcast Business Internet Help Maintain Business Continuity,
Contributing to Growth of Family-Run Business*

ORLANDO – June 6, 2016 – [Comcast Business](#) today announced that Mattress 1, a quality mattress retailer with more than 250 locations, has selected [Internet](#) and cloud-based [voice](#) services from Comcast Business to extend its growth efforts in Florida. Currently in 80 Mattress 1 stores throughout Florida, Comcast Business supports the company's point-of-sale platform for sales processing and reporting and has allowed the company to significantly improve the level of service its sales and management teams are able to provide to customer in their stores.

Founded in 2003 in Jacksonville with just one location, [Mattress 1](#) has grown to more than 250 stores across Florida and in Texas. The Orlando based company has served more than 200,000 customers in the past two and a half years, making an average of 350 to 500 deliveries a day in Florida alone. The privately owned business wanted to improve its customer service and upgrade its phone system. By switching to cloud-based voice services from Comcast Business, they have been able to enable store representatives to answer more calls with clearer sound, in-store salespeople are able to make sure important calls are not missed and employees can efficiently schedule deliveries and take advantage of in-bound sales calls.

"In order to stay competitive, Mattress 1 relies on business continuity features and always being accessible to potential customers. Running a retail store in Florida, with its variable and sometimes severe weather, means that we can lose business if our phone lines go down and customers are unable to reach us, but with Comcast Business we have voice features that allow for the peace of mind that our stores will remain accessible," said Hisham Salama, director of operations for Mattress 1. "We take advantage of the Business VoiceEdge service recording features, which enables us to monitor phone usage and help our store reps improve their interactions with customers, ultimately improving our overall service-delivery and increasing sales at each store location. The contribution that Comcast Business has made to our ability to deliver better service and pick up more orders will support our expansion goals locally and beyond."

Mattress 1 is currently using Comcast [Business VoiceEdge](#), a cloud-based voice and unified communications solution that helps employees be productive even when they're away from their desks by delivering HD-quality voice service and an innovative user experience accessible via computers, desktop phones and mobile devices. The company is additionally using 25 Megabit-per-second (Mbps) [Business Internet](#) from Comcast, which enables Mattress 1 employees to easily and quickly connect to the Internet for point-of-sale processing and reporting.

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 next-generation network that is backed by 24/7 technical support, Comcast delivers Business Internet, Ethernet,

TV and a full portfolio of Voice services for cost-effective, simplified communications management.

For more information, call 866-429-3085.

Follow us on Twitter [@ComcastBusiness](https://twitter.com/ComcastBusiness) and on other social media networks at <http://business.comcast.com/social>.

About Comcast Cable

Comcast Cable is one of the nation's largest video, high-speed Internet and phone providers to residential customers under the XFINITY brand and also provides these services to businesses. 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) is a global media and technology company. Visit www.comcastcorporation.com for more information.

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