



## PRESS RELEASE

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### Comcast Business Receives 2018 Customer Experience Innovation Award from CUSTOMER Magazine

#### My Account Portal and Mobile App Honored for Improving Customer Service Technology

**PHILADELPHIA – March 11, 2019** – Comcast Business today announced that [TMC](#), a global, integrated media company, has named its My Account portal and mobile application as a 2018 Customer Experience Innovation Award winner, presented by [TMC's CUSTOMER magazine](#).

The 2018 Customer Experience Innovation Award recognizes best-in-class companies setting the standard in delivering exceptional customer experiences through all channels, including social.

“Comcast Business has made a companywide commitment to making customer experience our best product – My Account perfectly illustrates this commitment. We’re honored to have our portal and mobile app recognized by the TMC team with this important award,” said Denice Hasty, Chief Marketing Officer, Comcast Business. “As digital transformation takes hold, Comcast Business is not only providing the advanced technology solutions to help customers get ahead in the connected economy but is transforming our own operations to optimize the relationship between people, processes and technology.”

Comcast has made great progress improving CX technology and continues to innovate in the areas of customer on-boarding, customer support, customer-first culture and next-gen systems. These improvements are brought together in My Account – an innovative online account management platform.

Through [My Account](#), Comcast Business is empowering customers to control their accounts from the minute their order is placed with digital self-service options. Customers can:

- Customize billing options
- Set up & manage user types
- Get text alerts for billing & appointment reminders
- Chat live with an agent, Monday-Friday, 8am-5pm
- Locate Xfinity WiFi hotspots
- Access guides & additional support
- Access Comcast Business Cloud Solutions, a collection of cloud apps to boost productivity

These capabilities are bolstered by the [Comcast Business App](#) – an all-in-one tool that provides access to essential account management features on-the-go, including:

- Manage account settings and product features
- Review & pay bills
- Access and manage Voice services
- Troubleshoot connectivity
- View TV services
- View scheduled appointments

“Congratulations to Comcast Business for receiving a 2018 Customer Experience Innovation Award. Comcast Business’ MyAccount portal and mobile application has been selected for setting the standard in delivering world-class customer experiences across all channels,” said [Rich Tehrani](#), CEO, TMC. “We’re pleased to recognize this achievement.

#### About Comcast Business

Comcast Business offers Ethernet, Internet, Wi-Fi, Voice, TV and Managed Enterprise Solutions to help organizations of all sizes transform their business. Powered by an advanced network, and backed by 24/7 customer support, Comcast Business is one of the largest contributors to the growth of Comcast Cable. Comcast Business is the nation’s largest cable provider to small and mid-size businesses and has

emerged as a force in the Enterprise market; recognized over the last two years by leading industry associations as one of the fastest growing providers of Ethernet services. For more information, call 866-429-3085. Follow on Twitter @ComcastBusiness and on other social media networks at <http://business.comcast.com/social>.

#### **About CUSTOMER**

Since 1982, **CUSTOMER** magazine (formerly *Customer Interaction Solutions*) has been the voice of the customer experience, call/contact center, CRM and teleservices industries. **CUSTOMER** has helped the industry germinate, grow, mature and prosper, and has served as the leading publication in helping these industries that have had such a positive impact on the world economy to continue to thrive. Through a combination of outstanding and cutting-edge original editorial, industry voices, in-depth lab reviews and the recognition of the innovative leaders in management and technology through our highly valued awards, **CUSTOMER** strives to continue to be the publication that holds the quality bar high for the industry. Please visit <http://www.customer.tmcnet.com>.

#### **About TMC**

Through education, industry news, live events and social influence, global buyers rely on TMC's content-driven marketplaces to make purchase decisions and navigate markets. As a result, leading technology vendors turn to TMC for unparalleled branding, thought leadership and lead generation opportunities. Our [in-person](#) and [online](#) events deliver unmatched visibility and sales prospects for all percipients. Through our custom lead generation programs, we provide clients with an ongoing stream of leads that turn into sales opportunities and build databases. Additionally, we bolster brand reputations with the millions of impressions from display advertising on our news sites and newsletters. Making TMC a 360 degree marketing solution, we offer comprehensive event and road show management services and custom content creation with expertly ghost-crafted blogs, press releases, articles and marketing collateral to help with SEO, branding, and overall marketing efforts. For more information about TMC and to learn how we can help you reach your marketing goals, please visit [www.tmcnet.com](http://www.tmcnet.com) and follow us on [Facebook](#), [LinkedIn](#) and [Twitter](#), [@tmcnet](#).

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