



PRESS RELEASE

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Comcast Business Recognized with Atlantic ACM 2022 U.S. Business Connectivity Service Provider Excellence Award

PHILADELPHIA – October 31, 2022 – ATLANTIC-ACM delivered its 2022 U.S. Business Connectivity Service Provider Excellence Awards based on the results of their industry leading customer experience benchmarking study of business end-users. Comcast Business was recognized with awards for Billing, Data Value, and Voice Value – given to the large service provider who receives the highest combined ratings for perceived quality and competitiveness in each category.

The Business Connectivity Service Provider Excellence Awards are determined by detailed user reviews from over 1,070 unique customers who provided 2,700+ carrier specific evaluations of service level and product quality for their current providers.

ATLANTIC-ACM, a TMT focused research consultancy and market diligence firm, introduced the Business Connectivity Report Card survey in 2006 to identify the strengths and weaknesses of enterprise service providers, along with customer buying trends and priorities.

The 2022 analysis of the U.S. enterprise voice and data market represents the 17th consecutive year of this research and offers competitive customer experience benchmarking data to carriers along with insights on shifting purchase dynamics and buying priorities. This year's survey highlights the changes in customer needs and technologies that are driving the constant evolution of the wireline business services market.

Network Performance, Security, and Price continue to be the most important buying considerations for enterprise and SMB customers, while the significance of Customer Service has consistently increased in recent years. Respondents indicated plans to decrease spending on and/or migrate away from Legacy Voice and IP VPN/MPLS, in favor of more cost-effective and higher capacity SD-WAN, VoIP, DIA, and Ethernet services. Customers also indicated they plan to increase spending on Managed Services and Security. Network Monitoring, Managed Firewall, and Wireless Data Connection were the most frequently reported service additions, and Threat Management led the future purchase intent category.

About Comcast Business

Comcast Business offers a suite of Connectivity, Communications, Networking, Cybersecurity, Wireless, and Managed Solutions to help organizations of different sizes prepare for what's next. Powered by the nation's largest Gig-speed broadband network, and backed by 24/7 customer support, Comcast Business is the nation's largest cable provider to small and mid-size businesses and one of the leading service providers to the Enterprise market. Comcast Business has been [consistently recognized](#) by industry analysts and associations as a leader and innovator, and 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 Comcast Corporation

Comcast Corporation (Nasdaq: CMCSA) is a global media and technology company that connects people to moments that matter. We are principally focused on broadband, aggregation, and streaming with 57

million customer relationships across the United States and Europe. We deliver broadband, wireless, and video through our Xfinity, Comcast Business, and Sky brands; create, distribute, and stream leading entertainment, sports, and news through Universal Filmed Entertainment Group, Universal Studio Group, Sky Studios, the NBC and Telemundo broadcast networks, multiple cable networks, Peacock, NBCUniversal News Group, NBC Sports, Sky News, and Sky Sports; and provide memorable experiences at Universal Parks and Resorts in the United States and Asia. Visit <http://www.comcastcorporation.com> for more information.

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