SmartZone™ Communications Center

Overview

The SmartZone™ Communications Center from Comcast is an innovative online application that brings simplicity and convenience to our customers' lives by converging and integrating key features of our phone, high-speed Internet and video services.

With the SmartZone Communications Center, Comcast customers can enjoy the convenience of going to one place to send and receive email, check, manage and even forward voicemails from any PC, manage a single address book, and in the future, remotely program their DVRs. Customers can also access personalized information such as weather, news reports and video clips.

Key Features

For the first time, customers will have the convenience of being able to access and control a number of innovative and popular communications and entertainment features in one converged, central location including:

- **Viewable Voicemail** – review your call log online and select the voicemails you want to hear in the order you want to hear them.
- **Voicemail Forwarding** – forward voicemail messages through email.
- **Integrated Email and Voicemail** – view, send and manage email and voicemail together online in one convenient location.
- **Universal Address Book** –store and access all contacts in one convenient place, and from multiple devices such as PC, phone and eventually TV.
- **Voicemail Management** – manage popular voicemail features such as call forwarding and do not disturb settings.

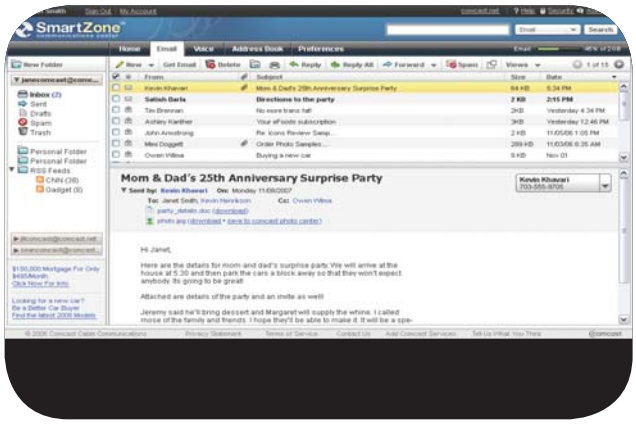
Future Features

- **Remote DVR** – program your DVR to record remotely by logging on to the SmartZone Communications Center via any Internet-connected device.
- **Instant Message and Video Instant Message** – connect with friends and associates online in real time.

Key Contributors

Comcast partnered with best-in-class innovating companies to create the SmartZone feature including:

- **HP** – selected as the primary implementer to design and build the SmartZone platform.
- **Plaxo** – delivering the universal address book component.
- **Zimbra** – designing the SmartZone user interface.



Availability

Coming Soon – 2008!

Comcast High-Speed Internet

The nation's number one residential broadband Internet service.

Comcast is the nation's largest residential broadband Internet service provider with an advanced fiber-optic network that offers the best of speeds and reliability as well as exceptional online content.

Comcast.net: A Top 10 U.S. Web Site

Through Comcast's portal, www.Comcast.net, a Top 10 U.S. Web site, customers get access to key services and hundreds of dollars worth of value-added features, such as:

- **Comcast.net Web mail and Voicemail** – With just one click, access Comcast.net Web mail accounts and listen to voicemail messages online.
- **The Fan™** – Easiest way to find, search, watch, organize and save favorite video content.
- **McAfee® Internet Security Suite** – One of the most robust, highly-acclaimed Internet security solutions available.
- **Games Channel** – Designed to give consumers an unparalleled gaming experience.
- **Comcast PhotoCenter** – With unlimited photo storage and discounted prints.
- **Rhapsody Radio PLUS** – More than 100 radio channels with 25 free streams per month.
- **The Assistant** – Personalized toolbar with always-on utilities such as weather, sports scores and stock lists.

Speed

Comcast delivers blazing-fast download speeds. With its patent-pending PowerBoost™ technology, Comcast provides extra speed when customers need it most – at no additional charge. Customers can enjoy bursts of up to 16 Mbps of download speed and 2 Mbps of upload speed when receiving or sending files such as music, photos and videos.

Wideband

Comcast's fiber network is scalable, reliable and built for growth. Comcast is evolving broadband to wideband with DOCSIS 3.0, which will deliver significantly faster speeds of up to 100 Mbps to our customers over the next two years with the capability of delivering higher speeds of 160 Mbps or more in the future.

Future Applications

Comcast will be introducing a number of new features that will further integrate the Triple Play of services, including:

- **SmartZone™ Communications Center** – A Web-based communications center that will bring together key features of Comcast's services. Customers will be able to use the SmartZone Center to view, send and receive integrated email and voicemail, manage a universal address book as well as access personalized features such as weather, news reports and video clips, and in the future, remotely program their DVR.
- **Universal Caller ID** – Caller ID across all services so customers can view caller information on their phone, TV and computer.
- **Enhanced Cordless Telephone** – Through a cordless home phone, customers can access email, view voicemail, send instant messages, access their universal address book and yellow pages.

Pricing

- Performance tier (6 Mbps) is $42.95 per month for customers with cable.*
- Performance Plus and Blast!** tiers (8 Mbps and 16 Mbps respectively) are $52.95 per month for customers with cable.*

*Additional charges may apply for certain content services.
**Blast! available in select markets.

comcast 3.0