



COMCAST

Network Expansion

Comcast is expanding its next-generation network, the Xfinity 10G Network, to serve more residents in Mead. The project will provide enhanced business products and services and extend new fiber-rich highways to connect more homes and businesses in the community. This planned expansion adds to Comcast's ongoing \$1.2 billion investment in Colorado over the last three years.

With this expansion, Comcast will provide multi-gig broadband internet speeds, video, mobile, voice, home management, and business products and services.

This document aims to serve as your go-to resource for updates on our construction process, FAQs and product information. We want to ensure everyone is well-informed, so please review the entire document.

FREQUENTLY ASKED QUESTIONS

What can I do during this construction process?

- **Watch for the notifications.** It is easy to miss a mailer, door hanger or phone call as spam.
- **Keep your pets in your house.** If access is needed to your backyard, please make sure your pets are safe and secure during the time period provided by Comcast.
- **Be patient.** Comcast is having a new, state-of-the-art network built across these rural communities and bringing the full suite of services to Mead. Comcast and our construction partner are working to complete this work as quickly and efficiently as possible.
- **Be aware of construction workers.** All construction workers and people placing door hanger messages (pictured below) will be wearing a safety vest and a badge identifying themselves as a Comcast employee or an authorized Comcast contractor.

Who can I contact with questions or specific concerns?

As this project progresses, we want to ensure residents are well-informed and prepared. Multiple notifications via door hangers to residents and businesses will be provided in advance of any work impacting your neighborhood. The door hanger will include a phone number for you to reach out to specifically around the project in your neighborhood. Should have any questions or concerns, please contact the phone number on your door hanger. If you're interested in speaking with someone about our products and services, please visit one of our nearby Xfinity Stores. To find a store near you, visit: www.xfinitystores.com

What type of equipment should I expect to see in my community throughout this process?



Directional Drill – used to create an underground path for the network



Potholes – created as a safety procedure during the locate work to visibly confirm where utilities lines are underground. The holes are backfilled temporarily until a permanent patch is made, usually within 24 hours.



Pedestal – an enclosure securing our network connections



Roll of conduit – used to enclose coax and fiber-optic cable underground

[What does a construction site look like?](#)

Construction sites are area locations with advanced warning devices such as signs and cones. This is to prepare the public of upcoming construction ahead. Please be patient throughout this evolution of installation, many crewmen and woman will be onsite on or near drivable surfaces so a precautionary slow transition through the work zone is appreciated for ours and your safety!



[Why is there a telecom pedestal \(green box\) in my yard?](#)

To provide Comcast service in your community, our team needs to place above ground connection points that link to underground fiber lines. These connection points are pedestals or peds, which are generally light green plastic housing and located in public rights of way.

Peds serve specific network engineering needs. Their above ground design and placement provides a more secure connection space and avoids service-impacting

damage from water and ice. Above ground peds are also much easier and faster to service in the event of a network issue or outage.

To ensure the highest quality connection, peds need to maintain a relatively close distance to the associated home or business. The combination of these factors – in addition to staying in the public right-of-way or utility easements – creates some critical limitations on where peds can be placed.

What does is the restoration process look like?

Once work is complete in an area, restoration work will begin to make the area look like it did or better before the work began.

How will Comcast's investment benefit communities in Colorado?

Comcast invests billions of dollars in our network across Colorado to ensure residents and businesses have access to the most innovative video, broadband, security, home and voice products available. Technology is at the core of what we do. We have fiber at the core of our network, and we are extending it deeper into neighborhoods and closer to homes. We're driving the industry with our major technology partners to redefine the technologies that you use to enjoy entertainment, connect and communicate now and into the future.

Will Comcast offer options for low-income residents?

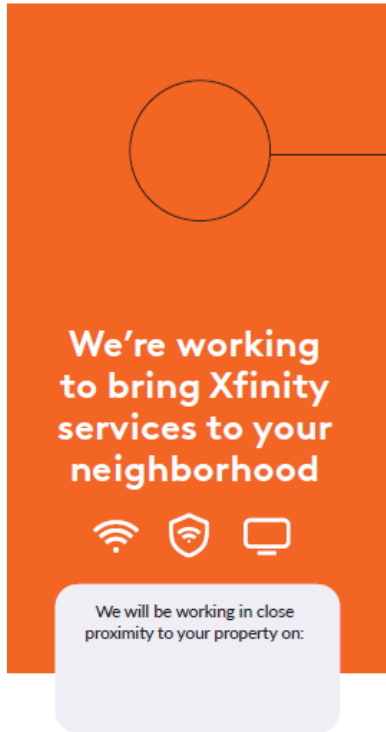
Yes. This expansion provides low-income families and individuals with access to Comcast's [Internet Essentials](#) program, the nation's largest and most successful broadband adoption initiative. In addition, Comcast is participating in the Affordable Connectivity Program (ACP). The ACP provides eligible households a credit of up to \$30/month towards internet service. To learn more and apply, please visit www.Xfinity.com/ACP

When will I be notified that Xfinity services will be available to me?

Residents should keep an eye out for a combination of notifications including but not limited to postcard messaging, door hangers, letters etc. Notifications will be provided at various points during the construction process and finally when the address is serviceable.

<https://www.xfinity.com/mytown/>

Expect to see the below door tags and yard signs in your neighborhood soon!



For more details and the most up-to-date information on this project, please visit www.xfinity.com/mytown or scan the QR code below.

If you need to report any damages done to your property, please contact the below.
[name]
[phone number]
[email address]



Comcast may have the right to exclusively market certain services to residents. We are not an exclusive provider of any services, and services from other providers may be available. © 2023 Comcast. All rights reserved.