



PRESS RELEASE

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Comcast Business Awarded Four U.S. Business Connectivity Service Provider Excellence Awards by ATLANTIC-ACM

*Recognized for excellence in sales representatives, service delivery,
customer service, and data value;
Awarded in more categories than any other large service provider*

PHILADELPHIA – November 7, 2023 – ATLANTIC-ACM recently announced the winners of its 2023 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 four awards this year – more than any other large service provider – in the Sales Reps, Service Delivery, Customer Service and Data Value categories.

“Comcast Business's achievement of four ATLANTIC-ACM Excellence Awards reflects enterprise buyers' high level of satisfaction with both the data services Comcast provides, and the industry leading sales reps, customer service, and service delivery supporting those services. These awards recognize Comcast Business's commitment to delivering top-notch performance in areas that matter most to their customers,” said Fedor Smith, President & Managing Partner, Atlantic ACM.

The Business Connectivity Service Provider Excellence Awards are based on survey feedback from 1,290 business services buyers who provided over 3,500 carrier specific evaluations of service level and product quality for their current providers. The U.S. Business Connectivity Service Provider Excellence Awards are given to the large service provider who receives the highest combined ratings for perceived quality and competitiveness in each category. ATLANTIC-ACM 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.

Key findings from the 2023 Business Connectivity Report Card survey include:

- Changing customer needs and technologies drive constant evolution in the wireline business services market.
- Network Performance, Network Security, Price, and Customer Service continue to be the most important buying considerations for enterprise and SMB customers.
- Customers continue to decrease spend on and/or migrate away from Legacy Voice and IP VPN/MPLS in favor of more cost effective and higher capacity Waves, DIA, Broadband, Ethernet, and VoIP.
- End-user demand for additional continues to increase, particularly for Security, Managed Services, and Wireless data connectivity.

About Comcast Business

Comcast Business offers a broad suite of technology solutions to keep businesses of all sizes ready for what's next. With a range of offerings including connectivity, secure networking, advanced cybersecurity, and unified communications solutions, Comcast Business is partnering with business and technology leaders across industries and integrating Masergy, a leader in software defined networking, to help drive

businesses forward. Backed by a next-generation network, Comcast Business has been recognized for its growth, innovation, and leadership in global secure networking.

For more information, call 800-501-6000. 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. From the connectivity and platforms we provide, to the content and experiences we create, our businesses reach hundreds of millions of customers, viewers, and guests worldwide. We deliver world-class broadband, wireless, and video through Xfinity, Comcast Business, and Sky; produce, distribute, and stream leading entertainment, sports, and news through brands including NBC, Telemundo, Universal, Peacock, and Sky; and bring incredible theme parks and attractions to life through Universal Destinations & Experiences.

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