

Comcast Business Mobile Broadband Disclosures

Comcast Business Mobile broadband Internet access service ("Comcast Business Mobile service" or "Service") utilizes Wi-Fi service - both Xfinity WiFi and Wi-Fi provided by other Internet Service Providers ("ISPs"). When not connected to Wi-Fi, the Service utilizes our carrier partner's mobile broadband Internet access service network and is subject to its network management practices and controls. The disclosures below reflect, where appropriate, those practices and controls. These disclosures do not describe the practices, characteristics, or terms that apply when our customers are using roaming partner networks. In addition, in certain limited areas, Comcast will use its own licensed spectrum to offload mobile data traffic for certain customer devices.

Network Practices

Comcast does not discriminate against lawful Internet content, applications, services, or devices. The bullets below provide an overview of Comcast's network practices with respect to its Comcast Business Mobile service.

- *Blocking* Comcast does not block or otherwise prevent end user access to lawful content, applications, services, or non-harmful devices. Comcast does engage in reasonable network management practices as described below.
- *Throttling* Comcast does not degrade or impair access to lawful Internet traffic on the basis of content, application, service, user, or use of a non-harmful device. Comcast does engage in reasonable network management practices as described below.
- *Affiliated Prioritization* Comcast does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, to benefit an affiliate.
- *Paid Prioritization* Comcast does not directly or indirectly favor some traffic over other traffic, including through use of techniques such as traffic shaping, prioritization, or resource reservation, in exchange for consideration, monetary or otherwise.
- *Congestion Management* Comcast Business Mobile service strives to provide customers the best experience when using our carrier partner's network. However, an individual user's experience will vary depending upon many factors, including the network (4G LTE, 5G, or 5G Ultra Wideband) the customer is using, the device in use, and data option the customer has selected, and the congestion management policies applicable to that option. Customers may experience slower data speeds during periods of congestion on our carrier partner's cellular network once they have reached the data allowance for their plan (see

Commercial Terms). The 4G LTE, 5G, or 5G Ultra Wideband networks of our carrier partner use optimization and transcoding technologies to transmit data files in a more efficient manner to allow available network capacity to benefit the greatest number of users. These techniques include caching less data, using less capacity, sizing video files more appropriately for mobile devices, and optimizing video viewing, which can involve managing video resolution and throughput. These optimization and transcoding techniques are not applied when a device is utilizing Xfinity WiFi or other Wi-Fi service to transmit data and therefore text, image, and video files will be delivered over Wi-Fi at the native resolution. On Xfinity WiFi, Comcast uses reasonable network management practices that are consistent with industry standards. Additional information on Comcast's Xfinity WiFi congestion management practices is available [here](#). When Comcast Business Mobile service customers are connected to other ISPs' WiFi, congestion management practices will vary by ISP. With respect to customer devices operating on a 4G LTE, 5G, or 5G Ultra Wideband network, Comcast has established 480p as the default resolution for streaming video on all devices, subject to the following:

- *For customers who subscribed to the **By the Gig** data option before May 22, 2024, Comcast has established 720p as the default resolution for streaming video on all phones, and 1080p for tablets, operating on a 4G LTE network.*
- ***Unlimited** customers who had HD Pass lines before December 7, 2022 will continue to have 720p as the default resolution on smartphones and 1080p on tablets.*
- *Existing customers on plans without HD Pass lines who upgraded to **Unlimited Plus** or **Unlimited Premium** between December 7, 2022 and May 22, 2024 will be able to toggle to 720p resolution on smartphones and tablets.*
- *Customers who subscribed to **Unlimited Plus** or **Unlimited Premium** between December 7, 2022 and May 22, 2024 will be able to toggle to 720p resolution on smartphones and tablets.*
- *For customers who subscribed to **Unlimited Intro** on or after May 22, 2024, Comcast has established 480p as the default resolution.*
- *For customers who subscribed to **By the Gig, Tablet Unlimited Intro** or **Tablet Unlimited Premium** on or after May 22, 2024, Comcast has established 720p as the default resolution.*
- *Customers who subscribed to the **Unlimited Premium** data option between May 22, 2024 and April 15, 2025 and continued subscribing to that option beyond April 15, 2025, will be able to toggle to up to 4K resolution.*

- *Customers who subscribed to the **Unlimited Premium Flex** data option on or after April 15, 2025, will be able to toggle to up to 4K resolution.*
- *Application-Specific Behavior* Comcast provides its customers with full access to all the lawful content, services, and applications that the Internet has to offer, subject to our [Customer Agreement](#), [Privacy Policy](#), and other policies discussed in these disclosures. As noted above, we and our carrier partner use video optimization techniques that may affect video resolution and throughput. Comcast reserves the right at all times to intervene to protect the integrity of its Service and network.
- *Device Attachment Rules* You may activate devices that Comcast has certified to be compatible with its network, including devices not purchased directly from Comcast. Information about obtaining a device and device compatibility, including a list of approved devices and their prices, is available [here](#) and [here](#). Depending on the capability of your device, using your Comcast Business Mobile service to create a mobile hotspot or tether your device to other connected devices is permitted pursuant to the terms, conditions, and data pricing options of your Comcast Business Mobile service and subject to the network management practices and controls of our carrier partner.
 - *If you subscribed to the **Unlimited** or **Unlimited Intro** data option before May 22, 2024, you will receive 3G speeds (600 Kbps) on tethered devices. However, if you subscribed to the **Unlimited** data option between May 18, 2020 and November 14, 2022, and have not otherwise changed your plan, you will receive 4G LTE/5G speeds for your first 5 GB of usage on tethered devices.*
 - *If you subscribed to the **Unlimited Plus** data option before May 22, 2024, you will receive 4G LTE/5G speeds for your first 5 GBs of usage on tethered devices, then 3G speeds (600 Kbps).*
 - *If you subscribed to the **Unlimited Premium** data option before May 22, 2024, you will receive 4G LTE/5G speeds on your first 15 GB of usage on tethered devices, then 3G speeds (600 Kbps).*
 - *If you subscribed to the **By the Gig** data option before April 15, 2025 and continued subscribing to this option beyond April 15, 2025, you will receive unlimited 4G LTE/5G speeds for tethered devices.*
 - *If you subscribed to the **Unlimited Intro** data option on or after May 22, 2024, you will receive 3G speeds for tethered devices.*
 - *If you subscribed to the **Tablet Unlimited Intro** data option on or after May 22, 2024, you will receive 3G speeds (600 kbps) for tethered devices.*

- If you subscribed to the **Tablet Unlimited Premium** data option on or after May 22, 2024, you will receive 4G LTE/5G on your first 15 GB of usage on tethered devices, then 3G speeds (600 kbps).
- If you subscribed to the **Unlimited Premium** data option between May 22, 2024 and April 15, 2025 and continued subscribing to this option beyond April 15, 2025, you will receive 4G LTE/5G speeds on your first 40 GB of usage on tethered devices, then 3G speeds (600 kbps).
- If you subscribed to the **Unlimited Premium Flex** data option on or after April 15, 2025, you will receive 4G LTE/5G speeds on your first 40 GB of usage on tethered devices, then 3G speeds (600 kbps).

For all data options, speeds will be subject to the maximum speeds the tethered device receives. See "Price, Data Usage, and Other Fees" below for more information on these data options.

- **Security** Comcast recognizes that a reliable network must be, among other things, a secure network. We, along with our carrier partner, work to protect the network against outside attacks, tampering, malicious activity, and network events that may disrupt or degrade Comcast Business Mobile service customers' ability to use the network. Our carrier partner blocks a limited number of Internet addresses that are disruptive or malicious and typically persistent, based on analysis and third-party intelligence. Our carrier partner does not block sites based on content or subject, unless the Internet address hosts unlawful content. Our carrier partner regularly reviews and modifies the list of blocked Internet addresses, taking any off the list that are no longer perceived as a threat. If you would like information about access to a particular Internet site or destination through the Comcast Business Mobile service, please send your inquiry to bbdisclosures@comcast.net.

Performance Characteristics

- **Service Description Over Mobile Network.** Comcast Business Mobile service offers mobile broadband Internet access services to its customers over 4G LTE, 5G and 5G Ultra Wideband mobile broadband networks. Based on our carrier partner's internal testing and testing commissioned from third-party vendors, Comcast expects customers will experience the following speeds on the Comcast Business Mobile service:
 - 5G Ultra Wideband network (denoted as 5G+ on Comcast Business Mobile Devices when and where offered): typical download speeds of 195-634 Mbps and upload speeds of 10-53 Mbps;

- 5G mobile network (when and where offered): typical download speeds of 35-143 Mbps and upload speeds of 5-31 Mbps;
- 4G LTE network: typical download speeds of 11-75 Mbps and upload speeds of 1-13 Mbps.

Latency is the time delay in transmitting or receiving packets on a network. Latency is primarily a function of the distance between two points in transmission, but also can be affected by the number and quality of connections to the network or networks used in transmission. With respect to latency for use of real-time data applications, Comcast expects network-to-device (round-trip) latency for the Comcast Business Mobile service to be between 37-57 ms on the 5G Ultra Wideband, between 42-64 ms on the 5G network, and between 49-75 ms on the 4G LTE network. Since our service utilizes our carrier partner's mobile network, and is thus subject to its limitations, these expected latency levels may not reflect the actual latency that you experience. You must be using a 5G device and be within the 5G coverage area to access the 5G and 5G Ultra Wideband network.

You must be using a 4G LTE device and be within the 4G LTE coverage area to access the 4G LTE network. For 5G Ultra Wideband, 5G, and 4G LTE coverage information, click [here](#). Customers with 5G devices will access the 4G LTE network where it is available outside the 5G coverage area. Whether you experience these speeds depends on many factors, including, among others, the type of device, the programs running on the device, your location, and how many other customers are attempting to use the same spectrum resources (including both mobile broadband Internet access and other non-broadband Internet access services that share the network), and subject to the applicable congestion management techniques described above. As noted above, the connection speeds of tethered devices will vary depending on your data option. For all data options, speeds will be subject to the maximum speeds the tethered device receives.

The results above do not reflect the Comcast Business Mobile service experienced by customers connected to Xfinity WiFi. Comcast Business Mobile service is designed to automatically connect to Xfinity WiFi hotspots when a hotspot is available unless the customer changes device settings to inhibit such functionality. Performance over any Wi-Fi network, including Xfinity WiFi, may vary based on any number of factors, such as, but not limited to, the number of other subscribers trying to use the same Wi-Fi router at the same time, your wireless device, your Wi-Fi receiving antenna, your distance to the Wi-Fi router, attenuation from walls and foliage,

and interference from other devices using the same spectrum. Wi-Fi uses spectrum that the FCC has allocated for "unlicensed" use, which means that use of this spectrum is not protected from interference from other devices using the same spectrum in the same geographic area. Therefore, Xfinity WiFi, including any Wi-Fi connections through your Comcast Business Internet service, is provided on a "best efforts" basis. When not connected to Xfinity WiFi, Comcast Business Mobile service will attempt to connect over our carrier partner's mobile broadband Internet access service network. Additional information on Xfinity WiFi is available in our [Broadband Internet Service Performance Disclosures](#) and [Xfinity WiFi FAQs](#).

- **Other Services on the Network** Comcast Business Mobile service uses our carrier partner's mobile broadband Internet access service network and shares that network with those services and other non-broadband Internet access services that our carrier partner offers. When accessing Comcast Business Mobile service via an Xfinity WiFi access point, no service other than broadband Internet access service is delivered via the access point. When accessing Comcast Business Mobile service via another Wi-Fi network, users may share those Wi-Fi networks with other services that Comcast does not know about or manage. As such, Comcast Business Mobile service cannot predict other services that may share those Wi-Fi networks.

Commercial Terms

- **Pricing, Data Usage, and Other Fees** You must be a Comcast Business Internet service customer to subscribe to Comcast Business Mobile service. As a Comcast Business Mobile service customer, you may be eligible for up to twenty lines pursuant to the results of a credit check, together with unlimited nationwide talk and text. In addition, Comcast Business Mobile service currently offers the pricing options detailed below for the purchase of data.
 - **By the Gig**
 - *The "By the Gig" data option is not available with accounts established on or after April 15, 2025 or those upgraded to the latest price plan. Customers whose accounts included the "By the Gig" data option before April 15, 2025 and have not upgraded to a new plan may continue to purchase data or add lines as specified below.*
 - *For accounts established between May 18, 2020 and May 22, 2024, a minimum of \$15 will be charged per account per month for lines on the "By the Gig" data option regardless of the amount of data used across the "By the*

Gig" lines on the account. Such customers will continue to have the option to purchase, for a flat monthly fee, buckets of data that are shareable on up to ten "By the Gig" lines. Customers that exceed the monthly amount of data in their shareable bucket will be charged \$15 for each GB or partial GB of data overage or may opt to move to a bucket with more data.

- *For accounts established on or after May 22, 2024, By the Gig data is sold in 1 GB increments at \$20 per GB that are shareable on up to twenty "By the Gig" lines. Existing customers who add lines will be charged a \$10 set up fee per line. Tablet lines are not eligible for the By the Gig data option.*

- ***Unlimited***

- *For accounts established between-May 18, 2020 and November 14, 2022, but not upgraded to a new plan, this data option provides unlimited data at a regular monthly rate of \$45 for the first line, \$80 for two lines, and \$20 for each additional line after the first two lines; tablet lines do not count as additional "unlimited" lines and are each subject to a regular monthly rate of \$45 regardless of the number of lines purchased. If a customer disconnects an unlimited line, the customer will automatically move to the next lower unlimited tier (e.g., a customer with two lines for \$80 who disconnects the second line will automatically move to the single line plan at \$45 and no longer pay for the second line).*

- ***Unlimited Intro***

- *For accounts established between November 14, 2022 and May 22, 2024, but not upgraded to a new plan, this data option provides unlimited data at a regular monthly rate of \$45 for the first line, \$60 for two lines, \$90 for three lines, \$120 for four lines, and \$20 for each additional line after the first four lines; tablet lines count as additional "unlimited" lines under this pricing schedule. If a customer disconnects an Unlimited line, the customer will automatically move to the next lower unlimited tier (e.g., a customer with two lines for \$60 who disconnects the second line will automatically move to the single line plan at \$45 and no longer pay for the second line).*
- *For accounts established on or after May 22, 2024, but not upgraded to a new plan, this data option provides unlimited data at a regular monthly rate of \$40 for the first line and \$20 for each additional line. New and existing customers who add lines will be charged a \$10 set up fee per line. Tablet lines are not included with this option.*

- **Unlimited Plus**
 - For accounts established between November 14, 2022 and May 22, 2024, but not upgraded to a new plan, this data option, which was available as an upgrade option to customers who subscribed to Unlimited Intro, provides unlimited data at a regular monthly rate of \$55 for the first line, \$80 for two lines, \$120 for three lines, \$160 for four lines, and \$30 for each additional line after the first four lines; tablet lines count as additional "unlimited" lines under this pricing schedule. If a customer disconnects an Unlimited Plus line, the customer will automatically move to the next lower unlimited tier.
- **Unlimited Premium**
 - For accounts established between November 14, 2022 and May 22, 2024, but not upgraded to a new plan, this data option, which was available as an upgrade option to customers who subscribed to Unlimited Intro, provides unlimited data at a regular monthly rate of \$65 for the first line, \$100 for two lines, \$150 for three lines, \$200 for four lines, and \$40 for each additional line after the first four lines; tablet lines count as additional "unlimited" lines under this pricing schedule. If a customer disconnects an Unlimited Premium line, the customer will automatically move to the next lower unlimited tier.
 - For accounts established between May 22, 2024, and April 15, 2025, but not upgraded to a new plan, this data option provides unlimited data at a regular monthly rate of \$60 for the first line and \$40 for each additional line. Tablet lines are not included with this option.
- **Tablet Plans (effective May 22, 2024)**
 - The **Tablet Unlimited Intro** plan provides tablet subscribers with unlimited data at a regular monthly rate of \$20 per line. New and existing customers who add lines will be charged a \$10 set up fee per line.
 - The **Tablet Unlimited Premium** plan provides tablet subscribers with unlimited data at a regular monthly rate of \$40 per line. New and existing customers who add lines will be charged a \$10 set up fee per line.
- **Unlimited Premium Flex**
 - For accounts established on or after April 15, 2025, this data option provides unlimited data at a regular monthly rate of \$60 for the first line and \$40 for each additional line. New and existing customers who add lines will be charged a \$10 set up fee per line. Tablet lines are not included with this option. Customers will also be able to download the Xfinity Call Guard mobile application and receive the ability to

block and filter unwanted calls and text messages free of charge with Xfinity Call Guard. The monthly rate will remain the same regardless whether the customer chooses to download and/or use the mobile application.

All pricing is subject to change upon notice to customers. If you use a smart watch with your Comcast Business Mobile service, each device will count as a line and will be charged an additional monthly fee of \$10.00. For customer accounts established on or after May 22, 2024, tablet plans do not support smart watches.

For accounts established before May 22, 2024, but not upgraded to a new plan, the following speeds apply after the relevant plan data allowance has been reached:

- *Speeds for the **By the Gig, Unlimited, and Unlimited Intro** data options are reduced to a maximum of 1.5 Mbps download/750 Kbps upload on any line that exceeds 20 GB of cellular data usage in a month.*
- *For the **Unlimited Plus** data option, speeds are similarly reduced for any line that exceeds 30 GB of cellular data usage in a month.*
- *For the **Unlimited Premium** data option, speeds are similarly reduced for any line that exceeds 50 GB of cellular data usage in a month.*

For accounts established between May 22, 2024, and April 15, 2025, but not upgraded to a new plan, the following speeds apply after the relevant plan data allowance has been reached:

- *Speeds for the **By the Gig** data option are reduced to a maximum of 1.5 Mbps download/750 Kbps upload on any line that exceeds 20 GB of cellular data usage in a month, and hotspot service is no longer supported in such circumstances.*
- *Speeds for the **Unlimited Intro** data option are reduced to a maximum of 1.5 Mbps download/750 Kbps upload on any line that exceeds 30 GB of cellular data usage in a month.*
- *Speeds for the **Unlimited Premium** data option are subject to congestion management (See Network Practices, Congestion Management) on any line that exceeds 100 GB of cellular data usage in a month.*
- *Speeds for the **Tablet Unlimited Intro** data option are reduced to a maximum of 5 Mbps download/2 Mbps upload on any line that exceeds 15 GB of cellular data usage in a month, and hotspot service is no longer supported in such circumstances.*

- *Speeds for the **Tablet Unlimited Premium** data option are reduced to a maximum of 5 Mbps download/2 Mbps upload on any line that exceeds 35 GB of cellular data usage in a month.*

For accounts established on or after April 15, 2025, the following speeds apply after the relevant plan data allowance has been reached:

- *Speeds for the **Unlimited Intro** data option are reduced to a maximum of 1.5 Mbps download/750 Kbps upload on any line that exceeds 30 GB of cellular data usage in a month.*
- *Speeds for the **Unlimited Premium Flex** data option are subject to congestion management (See Network Practices, Congestion Management) on any line that exceeds 100 GB of cellular data usage in a month.*
- *Speeds for the **Tablet Unlimited Intro** data option are reduced to a maximum of 5 Mbps download/2 Mbps upload on any line that exceeds 15 GB of cellular data usage in a month, and hotspot service is no longer supported in such circumstances.*
- *Speeds for the **Tablet Unlimited Premium** data option are reduced to a maximum of 5 Mbps download/2 Mbps upload on any line that exceeds 35 GB of cellular data usage in a month.*

Comcast will reduce the speeds of your connection when you create a mobile hotspot or tether your device to other connected devices, as described above. Additional fees, such as those for device purchase and government taxes and regulatory recovery fees, apply. Comcast Business Mobile service customers who disconnect all of their Comcast Business TV, Internet, and Voice services but keep their Comcast Business Mobile service will be charged an additional \$25 per month per line, plus the charges otherwise due under the applicable pricing construct. For detailed information about pricing, promotions, and fees for Comcast Business Mobile service, please visit the [Comcast Business Mobile Shop](#).

- *Privacy Policies* Comcast's privacy policies with respect to Comcast Business Mobile service are explained in the [Comcast Business Mobile Privacy Policy](#).
- *Comcast Business Mobile Facts* Detailed information about the broadband services Comcast Business Mobile offers is available on our Comcast Business Mobile Facts labels. The information from the Comcast Business Mobile Facts labels for all current plans is available in a machine-readable file, which is available for download [here](#).
- *Redress Options* If you have questions about these disclosures, cannot find what you are looking for, or have any other concerns about Comcast Business Mobile service, please send your inquiry to bbdisclosures@comcast.net. Comcast will review and promptly respond to all submissions.

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