

Network Management FAQs For .net Protocol Agnostic Approach

Q: What is Comcast's new network management technique?

A: Comcast announced in March 2008 that it will switch to a new network management technique by the end of the year for managing network congestion.

This technique represents a change from our current management practice, which focuses upon certain high-volume P2P protocols. Instead, it will focus on the data (or bandwidth) consumption activity of individual customers who are using a disproportionate amount of bandwidth, over a specific length of time, and are contributing to congestion that degrades the online experience for other users.

Q: How is Comcast planning to implement this new network management technique?

A: First, Comcast will be testing various kinds of technology that will help us manage the network differently. We will test these new technologies in three communities – tests in Chambersburg, PA and Warrenton, VA will begin on June 5, and tests in Colorado Springs, CO will follow later in the summer. These trials will help us better understand how the technique works before we select a new technique and roll it out to all of our customers by the end of the year.

Q: If I live in one of these cities, how will this new Network Management technique impact my high speed internet service?

A: Almost all customers will notice little to no change in their Internet experience during this test. For the very small minority of heavy users who may be impacted, here is how it will work:

- During times of network congestion, the company will focus its management efforts on those individuals who are using a disproportionate amount of Internet resources for a specific period of time and are contributing to congestion that degrades the online experience for other users.
- The network management technique will temporarily de-prioritize their data usage so that other customers will be able to continue to enjoy a good online experience. Impacted customers will still be able to use any applications they choose, but they may temporarily experience slower response times while Web browsing, for example.
- Once the period of congestion passes then the network management technique will no longer be in effect.

Q: If I do not live in one of these cities, how will this new Network management trial impact my high speed internet service?

A: This trial will not impact your High Speed Internet service if you do not live in one of these cities.

Network Management Test Email to Customers
Protocol Agnostic Approach

Subject Line: Important Note from Comcast: System Test in Your Area

Dear Comcast Customer:

Comcast High-Speed Internet is committed to providing you with the best online experience possible.

One of the ways we do that is by managing our advanced, fiber-optic network to ensure it is fast, safe and reliable. As part of our ongoing efforts to continuously improve how we manage our network, we plan to conduct a test of a new network data usage-management technology in your area. The results of the test will help us provide an even better customer experience in the future.

What does this mean for you? Probably nothing. Unless you are an extremely heavy user of Internet resources (which is not likely) you will not notice any change to your Internet experience during this test. At the busiest times of the day on our network (which could occur at any time), those very few disproportionately heavy users, who are doing things like conducting numerous or continuous large file transfers, may experience slightly longer response times for some online activities, until the period of network congestion ends.

If you would like to learn more about this test or our network management efforts in general, please visit www.comcast.net/help for more information.

Sincerely,

Mitch Bowling
GM, Online Services
Comcast Cable