

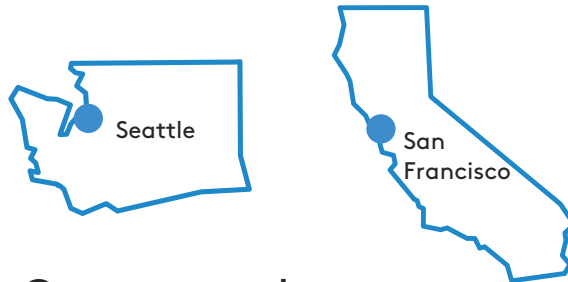
Network Performance During COVID-19

Usage is on the rise.

 32%

Peak traffic is up 32% overall and 60% in some areas.

We engineer the network for capacity to handle spikes and shifts in usage patterns, and while we are seeing an unprecedented shift in usage and traffic, it's within our capacity.



Our network traffic is beginning to plateau in early COVID-19 markets.

Network traffic increases in the first cities that issued stay-at-home orders such as Seattle and San Francisco are beginning to plateau.

Peak traffic on our network is dramatically different today.

Beginning to see shifts in peak times in many cities across the US.

BEFORE MARCH 1

9:00 PM	9:00 PM
Downstream Peak	Upstream Peak



AS OF MARCH 30


7:30 PM	8 AM-6 PM
Downstream Peak	Upstream Peak

Our network is performing well.

We are micro-monitoring our network by running 700,000+ speed tests most days.





Thousands of engineers are working to add capacity where it's needed.


 LTE
 10%

 WiFi
 24%

On Xfinity Mobile, we see a 10% decline in LTE data usage and a 24% increase in mobile data usage over WiFi.

 **Weekday usage is up.**
This is driven primarily by VoIP, Video Conferencing and VPN as people move to a work and learn from home environment.

 
 212%  40%

 **Nights and weekends still dominate.**
Customers are doubling down on the amount of time spent watching television and gaming. Peak usage continues to be evenings and weekends.

  50%
Gaming downloads

  38%
Streaming and web viewing