



Media Contact: Rob Ponto
(cell) 734-260-8188
rob_ponto@cable.comcast.com

Comcast Opens New Xfinity Store in Inkster

New customer-focused store showcases Xfinity's innovative technology while providing a safe in-person experience

PLYMOUTH, Mich. (September 9, 2020) – As part of Comcast's multi-million-dollar nationwide commitment to improve customer service, the company opened a 3,024-square-foot Xfinity® retail store in Inkster.

Located at 27195 Cherry Hill Road, just east of Inkster Road, the new Xfinity store is designed entirely around the needs of customers. The space features contemporary hands-on displays and comfortable seating areas where customers can interact with all Xfinity products from internet, video and connected home solutions to Xfinity Mobile. Patrons can learn from trained technology specialists how to get more value from these products.

"Giving our customers a space to try out our products is the best way to educate them on how our technology can provide more convenience and added value," explained Melissa Bahooora, Comcast's vice president of sales in Michigan. "This new store also gives us a chance to enhance the customer experience through safe face-to-face interaction and top-notch service."

The new Xfinity store provides a safe in-person store experience for its customers and employees. Personal protective equipment (PPE) is available for employees and customers, including face masks, gloves, hand sanitizers and disinfecting wipes. To ensure proper social distancing, Comcast has installed plexi-glass dividers between interaction areas. Shared surfaces, tools and devices are cleaned and disinfected after every use. To ensure the health and safety of everyone, the ratio of one customer per full-service sales consultant is maintained. Customers waiting to be serviced are invited to wait outside or in their cars.

The new store is open Monday through Saturday from 10 a.m. to 8 p.m. and Sunday from noon to 5 p.m. A dedicated shopping hour for seniors ages 60 and older is available on Tuesday and Thursday mornings from 9 a.m. to 10 a.m. For more information about Xfinity products and services, call 1-(800)-Xfinity or visit www.xfinity.com.

About Comcast

Comcast Corporation (Nasdaq: CMCSA) is a global media and technology company with three primary businesses: Comcast Cable, NBCUniversal, and Sky. Comcast Cable is one of the United States' largest video, high-speed internet, and phone providers to residential customers under the Xfinity brand, and also provides these services to businesses. It also provides wireless and security and automation services to residential customers under the Xfinity brand. NBCUniversal is global and operates news, entertainment and sports cable networks, the NBC and Telemundo broadcast networks, television production operations, television station groups, Universal Pictures, and Universal Parks and Resorts. Sky is one of Europe's leading media and entertainment companies, connecting

customers to a broad range of video content through its pay television services. It also provides communications services, including residential high-speed internet, phone, and wireless services. Sky operates the Sky News broadcast network and sports and entertainment networks, produces original content, and has exclusive content rights. Visit www.comcastcorporation.com for more information.

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