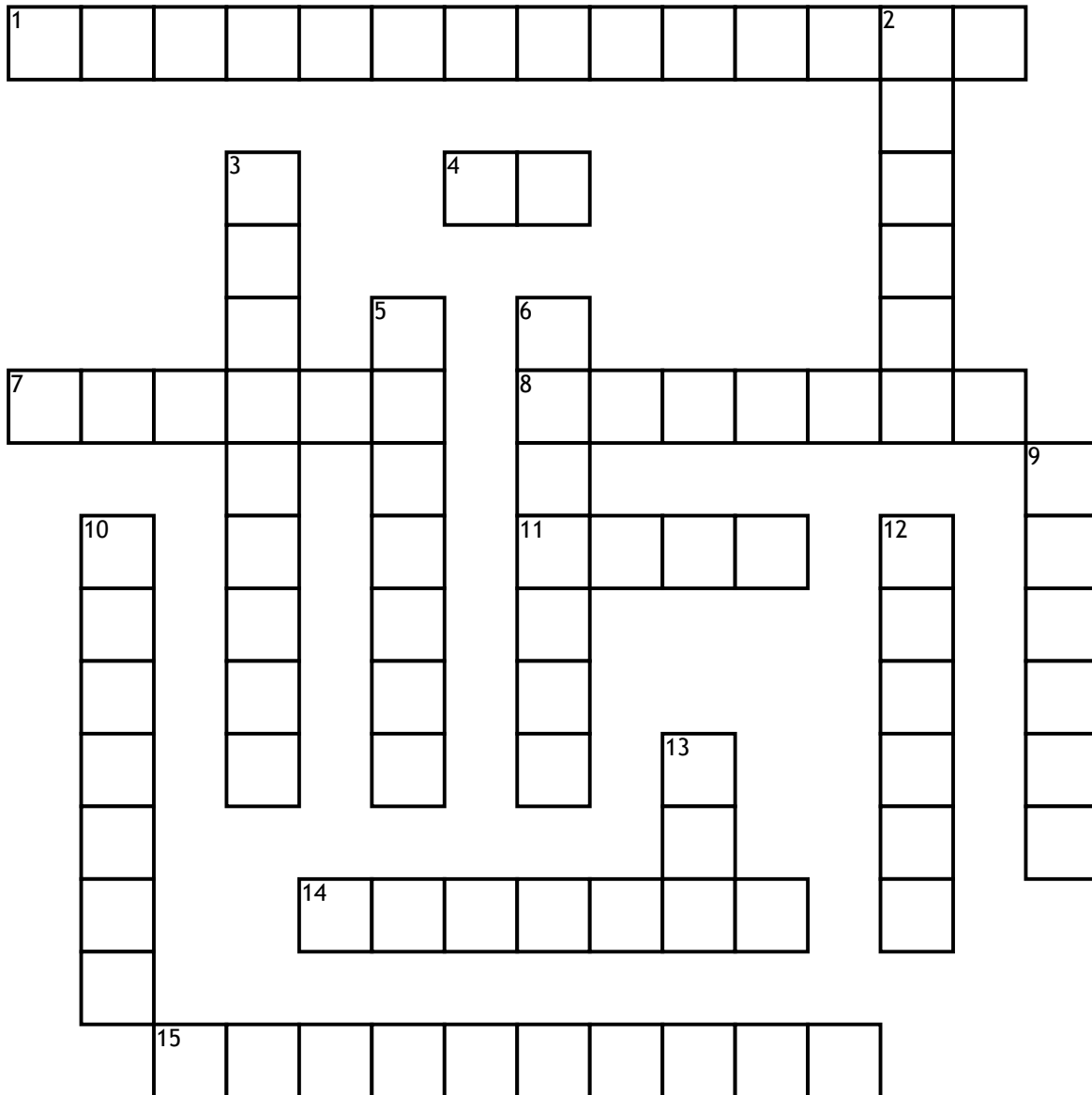


Name: \_\_\_\_\_

# Xfinity Genius Updates



## Across

1. Signalleakage / Disrupts our customers services and over the air

4. Rateadjustment / New 2017 prices begin Dec

7. Creditcard / Customer will now receive a reminder email when this is going to

8. Passive / The customer most likely to take a promotion with another company if

11. Detractor / the customer that is most likely to leave at any

14. Emailcapture / Adding preferred email to the

15. Earthlink / As of Dec 31st these customers can no longer use their old .net and must migrate to

## Down

2. RokuApp / This apps launch has been delayed until further

3. FCCconsentdecree / Customers must now confirm they understand the purchase of services, products, and

5. Mysignin / Previously non customers could use this to create emails to use our.com. We no longer provide this

6. ENPS / A way to express your feedback

9. MyAccount / App that views Comcast

10. Promoter / The customer most likely to recommend Comcast to family and

12. Netflix / the app that allows you two swap out up to 2 RNG150 on

13. SelfService / the customers' ability to learn how to do many Xfinity things on their