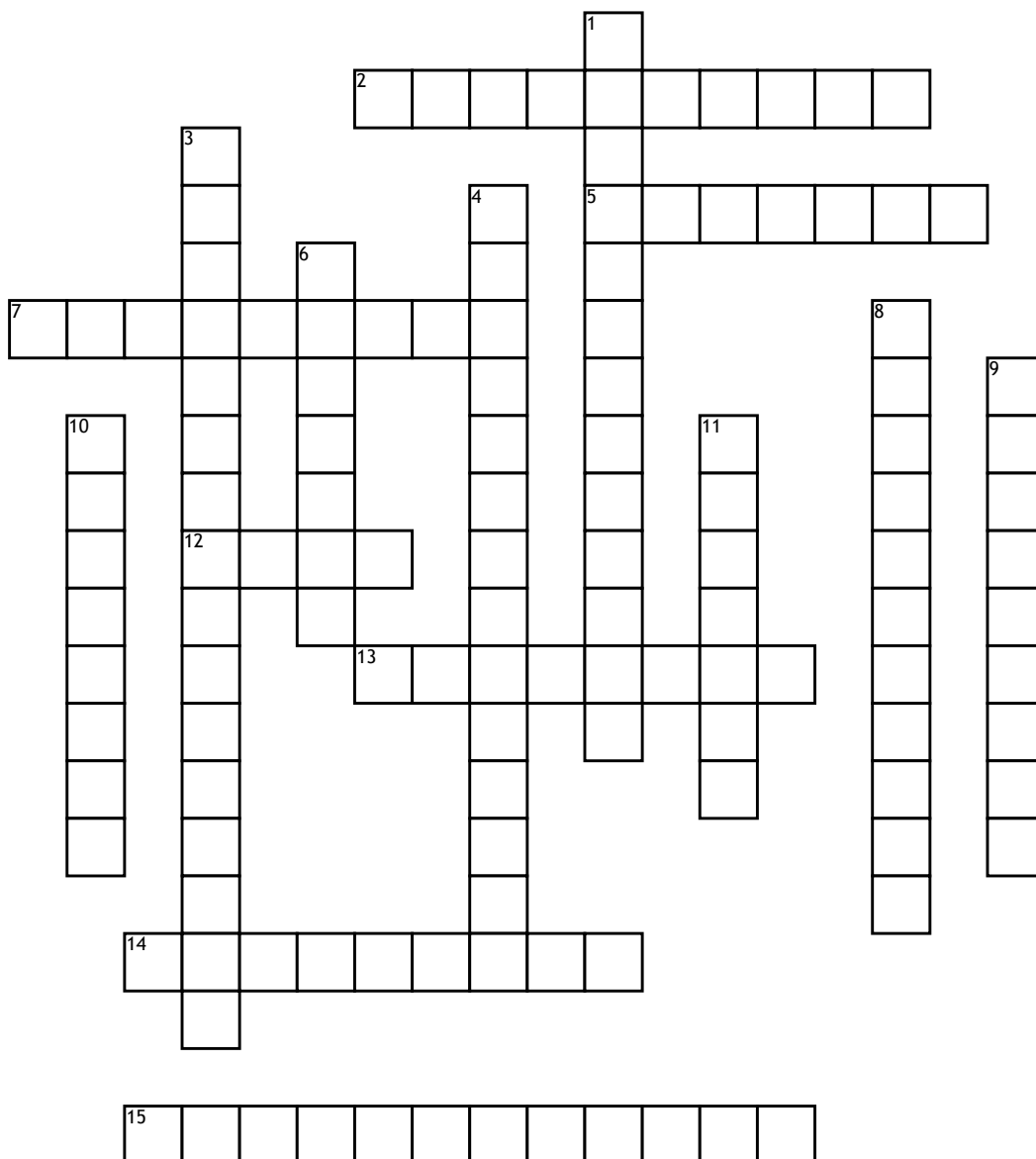


Name: _____

Xfinity Genuis Updates



Across

2. Customer will now receive a reminder email when this is going to expire
5. The app that allows you two swap out up to 2 RNG150 on screen
7. App that views Comcast alerts
12. A way to express your feedback monthly
13. Previously non customers could use this to create emails to use our.com. We no longer provide this service

14. The customer that is most likely to leave at any time
15. Adding preferred email to the account

Down

1. Disrupts our customers services and over the air communications
3. Previously non customers could use this to create emails to use our.com. We no longer provide this service
4. New 2017 prices begin Dec 18

6. This apps launch has been delayed until further notice that lets you view video
8. The customers' ability to learn how to do many Xfinity things on their own
9. As of Dec 31st these customers can no longer use their old .net and must migrate to comcast.net
10. The customer most likely to recommend Comcast to family and friends
11. The customer most likely to take a promotion with another company if offered