

XFINITY™ Internet 2go Privacy Policy

This XFINITY Internet 2go Privacy Policy (the "Privacy Policy") contains the privacy policy for the XFINITY Internet 2go Service (the "Service"). **It does not govern your use of any other Comcast services or any Comcast websites.** For the privacy policy that governs the Comcast.net website (www.comcast.net) and our other services, please see www.comcast.net/privacy.

This Privacy Policy is in addition to any restrictions contained in the XFINITY Internet 2go Service Agreement (the "Service Agreement") available at <http://customer.comcast.com/2go>. We encourage you to read the contents below and check this page periodically for any changes or updates to this Privacy Policy. Click the links below to go directly to the topic.

If you do not agree to the terms of this Privacy Policy, you should not use the XFINITY Internet 2go Service.

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On this page, the terms "Comcast," "we," "us," or "our" refer to the operating company subsidiary or subsidiaries of Comcast Corporation that offers the Service in your area. The term "you" refers to you as a subscriber to the Service. The "Service" refers to the XFINITY Internet 2go Service. All capitalized terms used in this Privacy Policy that are not defined herein have the meanings given to them in the Service Agreement.

INFORMATION REQUIRED TO PROVIDE THIS SERVICE

Comcast requires certain information, such as your name and your contact information for billing purposes, in order to provide this service. The mobile Internet networks that the Service uses are operated by third parties that Comcast works with to provide you access to the Service. Information that identifies you (your name and address, your email address, and credit card information, for example) is provided only to Comcast, however, our third party network suppliers require certain information, including information that identifies the device you are using, in order to provide mobile Internet network access to your device.

PROVISION AND TRANSMISSION OF INFORMATION

We will not read your outgoing or incoming e-mail, video mail, private chat, or instant messages, but we (or our third party providers) may store e-mail messages or video mail messages on computer systems for a period of time if required by law to do so. We could be required to disclose these messages and communications along with other personally identifiable information about you to comply with law or to protect our Service. We monitor the performance of our Service and your Service connection in order to manage, maintain, and improve the Service and your connection to it. We (alone and/or in concert with our third party suppliers) may use tools to help prevent and block "spam" e-mails, viruses, spyware, and other harmful or unwanted communications and programs on the Service. These tools may automatically scan your e-mails, video mails, instant messages, file attachments, and other files and communications in order to help us protect you and the Service against these harmful or unwanted communications and programs. However, these tools do not collect or disclose personally identifiable information about you. As is true with the use of any Internet service, you should also be aware that any personally identifiable information you provide in forums, chat areas, instant message services, or bulletin boards may be read, collected, and used by others who access those services. We are not responsible for any personally identifiable information you choose to submit in forums, chat areas, instant message services, bulletin boards, or any other publicly accessible service or website.

SOFTWARE AND CONFIGURATION

Comcast uses information that you provide to Comcast's support software to assist you with technical support for the use of the Service. When you make use of the Comcast supplied support software and forward a request for assistance or choose to chat with a technical support representative, the support software records certain information relating to the request and interaction. You have the choice to provide any information to the support software or a support representative, and you have the ability to confirm your decision before sending any information to our systems. The information collected by the support software is limited to the hardware and software configurations of your computer systems and to any e-mails you send or discussions you type during a live support session. This information is available only to authorized personnel for maintaining and supporting the use of the Service. Comcast also provides customer contact and support pages about the Service that you can use to communicate with Comcast for technical support. Comcast uses the information provided by you to support your use of the Service. Comcast may also offer or provide software directly or through third parties for your use in connection with the Service. ³ In certain cases, at your request or with or without prior notice to you, Comcast may configure your Service, Equipment, or Service-related equipment to resolve a technical support issue or otherwise render or deliver the Service. Comcast may perform these configurations remotely over the Internet or via the Service.

PREFERENCES

We store information that you provide to personalize your settings on the Service so that you don't have to change these settings each time you use the Service. We do not share your preferences with third parties except for our suppliers or service providers or other third parties who may provide certain components of the Service.

COOKIES

Cookies are small files stored on a computer's hard drive to simplify and improve a user's Web experience. A website may store information in a cookie about your computer configuration so that it can more efficiently provide information to you the next time you visit the site. Or, your browser program might save a cookie with your username and password so that a website's server will automatically recognize you the next time you access the site.

Comcast uses cookies, among other things, to remember some of your personalization preferences and Service plan features. Comcast does not store your name or other personal information in cookies.

WEBSITES

When you access the Internet using the Service, you will be visiting websites provided by individuals and businesses other than Comcast. Comcast is not responsible for the privacy practices of these websites. We encourage you to be

aware when you leave our website and to read the privacy policies of every website you visit that collects personally identifiable information about you, whether the site is provided by Comcast or someone else.

SECURITY

In no case will Comcast or one of our authorized service providers ask you for your password in an e-mail or over the telephone. Do not give your password to anyone in an e-mail or over the telephone.

LOCATION

Comcast's third-party mobile Internet network suppliers receive signals that your device sends to nearby mobile Internet network radio towers or cell sites. They associate these signals and the geographic location of these signals (the "Location Information") only with the device, and they do not store it with your personally identifiable information. This Location Information is used to provide the Service to you effectively and seamlessly. Except to provide the Service, including off-network or roaming mobile Internet access, your Location Information is not disclosed to others, unless such disclosure is required by law.

SPECIAL NOTE ABOUT CHILDREN

The Service is not directed to children under the age of 13, and Comcast does not knowingly collect personally identifiable information from anyone under the age of 18 through the Service. Some web pages you access using the Service may be of interest to children. Children should always get permission from a parent or legal guardian before sending any information about themselves (such as their names, e-mail addresses, and telephone numbers) while using the Service, to us or to anyone else.

Effective, September 20th, 2010