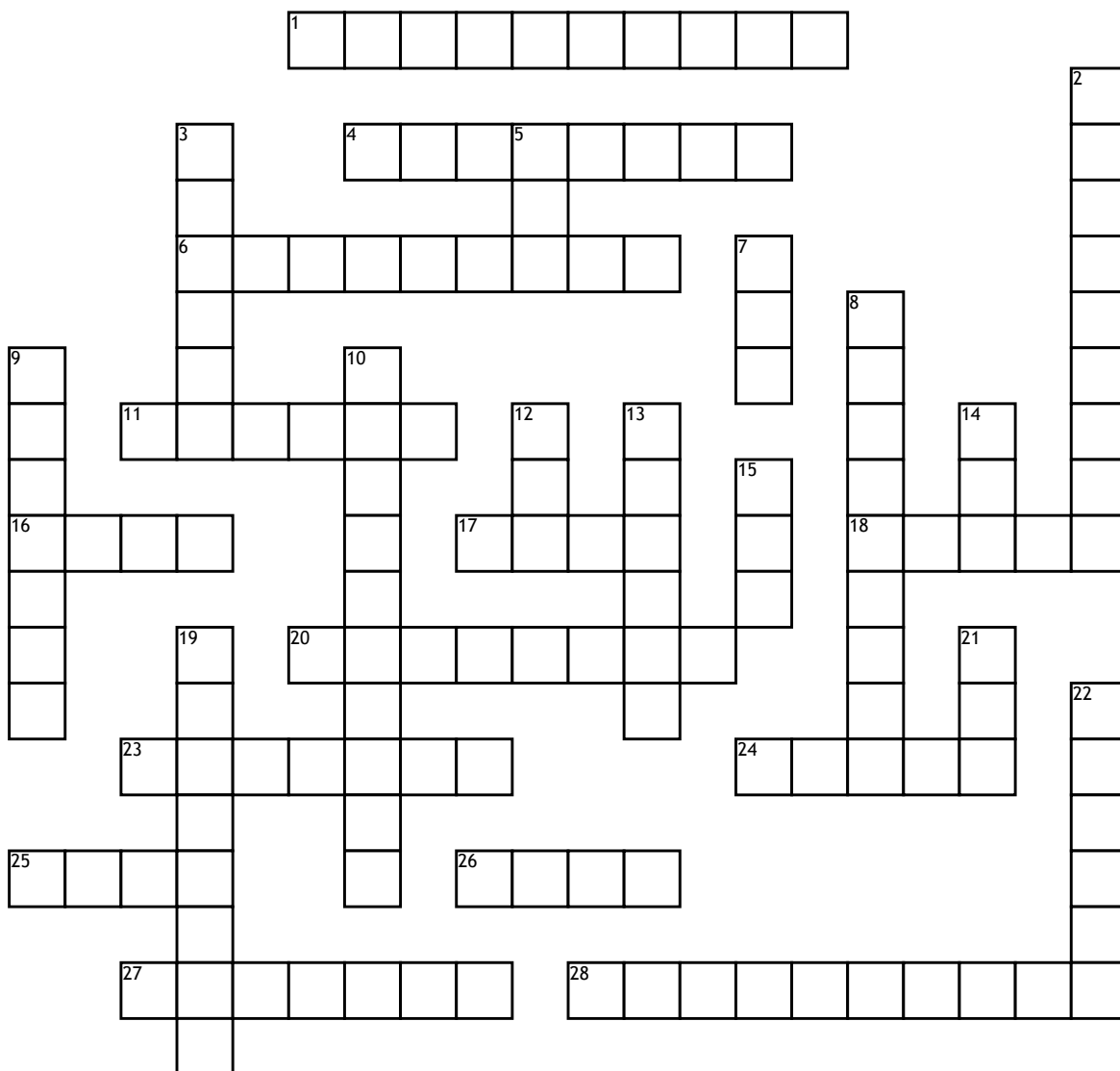


NPS



Across

1. The best product for our customers
4. Place where all of our NPS data is stored
6. A customer who is labeled 1-6
11. Where all recorded/live call are
16. Through a periodic survey , measure overall customer experience
17. Your voice.
18. From our employees and customer's feedback
20. A customer who tells everyone know much they love Comcast

23. Customers who are satisfied but not motivated to recommend us.

24. One team one _____
25. One of our NPS Champions
26. Listen, Learn, Act!
27. One of our NPS Champions
28. One of our NPS Champions

Down

2. A process to make sure feedback is shared with division.
3. Team feedback, problem solving and elevations through daily check ins.
5. To give our customer great service.

7. It's our way of life now at Comcast

8. Houston Running Man

9. Your NPS Lead Champion

10. _____ COE

12. The % of our customers answering NSP surveys

13. From our customers and each other!

14. One of our NPS Champions

15. One of our NPS Promoters

19. Feedback and support from Supervisors.

21. _____ Comcast!

22. One of our NPS Champions