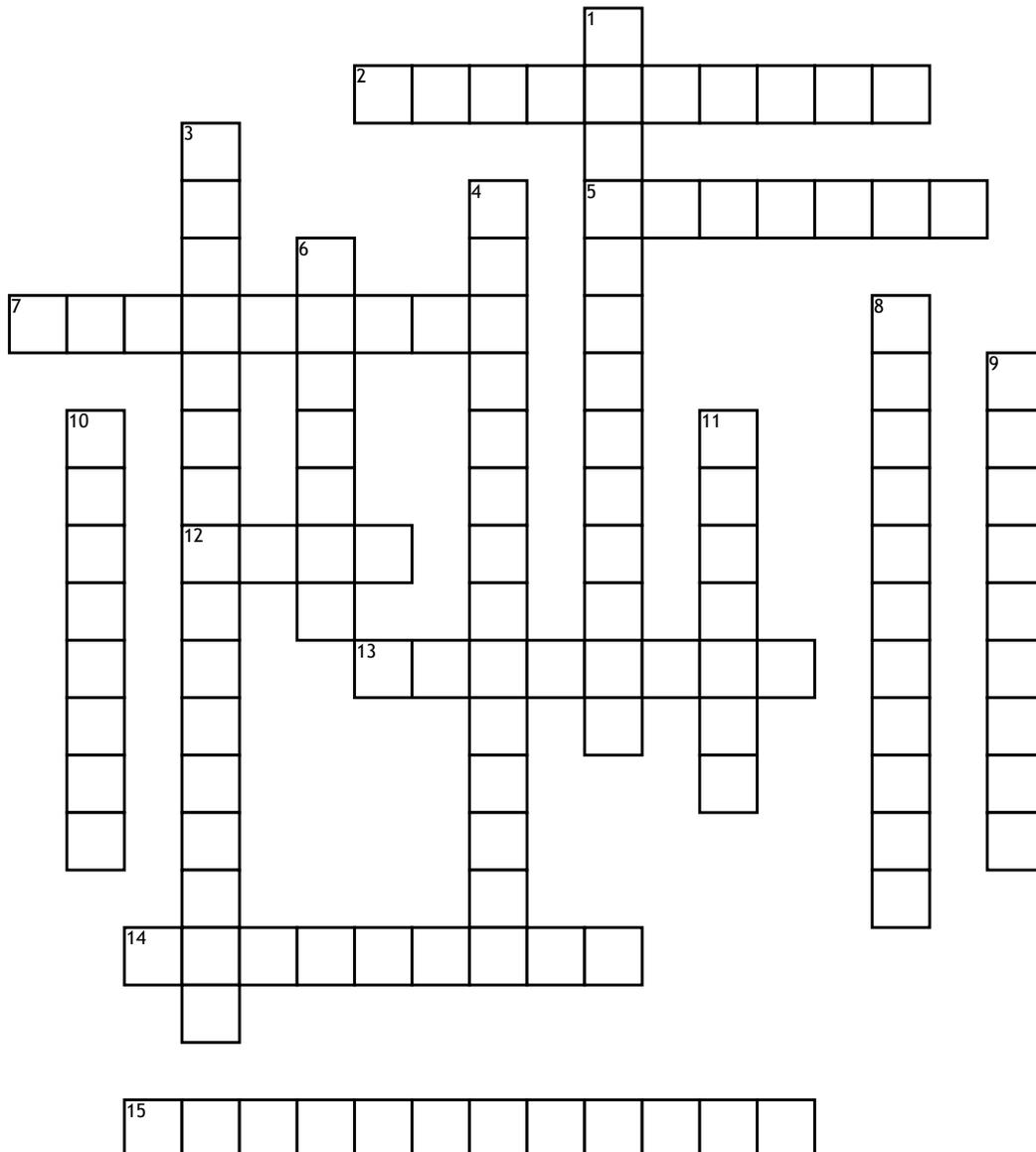


Name: \_\_\_\_\_

# 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 ono 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