

COMMITMENT TO PARENTAL CONTROL

Comcast serves the needs and interests of customers by providing both choice and control, whether it's on TV or online.

ABOUT: Comcast works to empower customers with the information and the technology they need to determine which programming is appropriate for their families. We inform parents about the tools available to them, promote resources about media literacy and provide a safe media environment in the home. New Comcast customers receive parental controls instructions in their Customer Welcome Kit, and we provide information about parental controls on customer bills. For more information or assistance in using these features, parents can access the parental control link in the "Quick Links" section of Comcast's homepage, www.comcast.com, or call 866-781-1888.

ON TELEVISION

- Parents can block programming they do not wish their children to view on both digital and analog cable and can also request a particular channel(s) be blocked at no additional charge.
- Digital cable channels and video-on-demand selections include parental control icons to give quick access to these features. A parental control instructional video, which walks parents through how to use our parental control features, is available on our VOD service.
- With digital cable, parents can hide titles of certain shows and block programming by channel, program title, TV rating, MPAA rating and by time of day. Parents can create a customized "kids tier" by using the "favorites" feature to select the channels they want and use parental controls to block the channels and programs they do not want.
- Comcast carries cable networks that provide programming with easy-to-read ratings icons.

ONLINE

- Comcast's online parental controls are powered by McAfee's Privacy Service to deliver protection and peace of mind for parents all at no additional charge.
- Online parental control tools offer Web content filtering, time limits and supervision capabilities. Parents also have the ability to monitor where children surf, set age-based access levels and Internet time limits and block websites.
- Comcast also provides Comcast SafeSearch, a kids-safe Internet search tool, powered by Google.
- Comcast Security Channel provides tips to Comcast High-Speed Internet customers to keep children safe online at <http://www.comcast.net/security/>.