|  |
| --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Xfinity Genius Updates

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 |  |  |  |  |  |  |  |  |  |  |  | 2 |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | 3 |  |  | 4 |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | 5 |  | 6 |  |  |  |  |  |  |  |
| 7 |  |  |  |  |  |  | 8 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  | 9 |
|  | 10 |  |  |  |  |  | 11 |  |  |  |  | 12 |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  | 13 |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | 14 |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | 15 |  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **Across**  **1.** Signalleakage / Disrupts our customers services and over the air  **4.** Rateadjustment / New 2017 prices begin Dec  **7.** Creditcard / Customer will now receive a reminder email when this is going to  **8.** Passive / The customer most likely to take a promotion with another company if  **11.** Detractor / the customer that is most likely to leave at any  **14.** Emailcapture / Adding preferred email to the  **15.** Earthlink / As of Dec 31st these customers can no longer use their old .net and must migrate to | **Down**  **2.** RokuApp / This apps launch has been delayed until further  **3.** FCCconsentdecree / Customers must now confirm they understand the purchase of services, products, and  **5.** Mysignin / Previously non customers could use this to create emails to use our.com. We no longer provide this  **6.** ENPS / A way to express your feedback  **9.** MyAccount / App that views Comcast  **10.** Promoter / The customer most likely to recommend Comcast to family and  **12.** Netflix / the app that allows you two swap out up to 2 RNG150 on  **13.** SelfService / the customers’ ability to learn how to do many Xfinity things ono their |