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Xfinity Genius Updates

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| **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 |