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Comcast employee handbook

We recognize our fundamental obligation to comply with the law wherever we operate and are committed to acting with integrity across all our businesses. By defining our principles of business conduct and reflecting our shared commitment to integrity, our Code of Conduct demonstrates how we achieve our goals and succeed in the right way. To download the PDF CODE OF CONDUCT, select a language from the following list. A few weeks ago, the Comcast call heard the world sent the Internet into a frenzy that hates cable call centers and for good reason! But customers aren't the only victims here; even Comcast himself said that the so-called representative from hell was just following orders. And now, thanks to a copy made safely by The Verge, we know exactly what these orders are. The representative you heard during the call works in Comcast's retention department, which is where anyone trying to cancel their account is sent as the last moat effort by Comcast to keep them. And these representatives are instructed to do pretty much everything they can to make it happen. For the manual, each call is divided into 13 sections: 1. Clearly greet customer 2. Clarify the reason for call 3. Relate and empathize 4. Take control 5. Set agenda 6. Ask targeted questions 7. Consider nonstate needs/active listening 8. Take the property/ make an offer 9. Overcome objections 10. Close save 11. Confirm details 12. Ends on a positive note 13. Documentation As you can see, Comcast employees should assert themselves early enough in the call, which certainly helps explain the infamous representative's emptily overbearing sensibility. While this doesn't justify call center representatives and too aggressive, it makes it easier to sympathize. After all, they're just trying to do their job: the work Comcast prescribes. And judging by the formulation of the guiding principles of the manual, the company places much more emphasis on making sure that every single landmark is hit instead of having sense or not in the context of the call. G/O Media can get a commissionBlitzWolf 10 LED Ring Kit In other words, it seems that unless the employee mentions every last item on the sheet, they may not even have said anything. And depending on the section of the call, doing so seems almost impossible without resorting to a certain degree of what we heard in the original recorded call that kicked off everything. Of course, Comcast also realizes that some situations will be out of his hands. Then it includes a (very short) list where the company recognizes situations where saving the customer simply Possibly. So, barring death or natural disaster, if you want to cancel Comcast, you'd better feel comfortable: you're there for the long haul. You can read the manual in its entirety below: [The Verge] I'm sorry, the content you're looking for is no longer available. 95% When you sign up for the company, you're made to feel I'm able to take time off work when I think it's necessary.94%When I look at what we do, I feel a sense of pride.93%Management is honest and ethical in its business practices.93% I'm proud to tell others I work here. Annex 10.37 EMPLOYMENT CONTRACT This EMPLOYMENT CONTRACT (the Contract) is concluded as of November 2011, between COMCAST CORPORATION, a Pennsylvania company (along with its subsidiaries, the Company) and NEIL SMIT (Employee). CONTEXT The employee wants the employee's employment relationship with the Company to be governed by the terms and conditions of this Agreement, which include material benefits favorable to the employee. In exchange for these favorable benefits, the Employee agrees to the terms and conditions contained in this Agreement, which include material obligations for the Employee. AGREEMENT With the intention of being legally bound, the Company and the Employee agree as follows: 1. Position and duties. (a) The employee will continue to serve and the Company will continue to hire employees in the position set out in List 1. The employee must report directly to the company's CEO (currently Brian L. Roberts), in Philadelphia, Pennsylvania. The employee's duties will be those assigned by the CEO from time to time commensurate with the employee's education, skills and experience. (b) The employee must work full-time and devote the Employee's reasonable efforts to the Company's business in order to promote the Interests of the Company. Without the Company's prior written consent, the Employee must not, directly or indirectly, work for or otherwise provide services to or on behalf of any person or company other than the Company. Not despite the above, the Employee may carry out non-compensatory civic and charitable activities with the Company's consent, that consent will not be unreasonably denied or delayed. (c) The employee must comply with all company policies applicable to the Employee, including the Employee Manual and the Code of Conduct. 2. Deadline. The term of this Agreement (the Term) must be from the first written date (the Start Date) until the first one that occurs: (a) the date of termination of the employee's employment relationship in accordance with paragraph 6; or (b) December 31, 2016 (the date referred to in point (b) is referred to as the Regular End Date). Despite the end of the Term, the Company's obligation to make any payments expressly established in this document to be made after the Deadline and the Employee's covenants contained in paragraphs 8, 9 and 10, will be enforceable after the end of the Term. 3. Compensation. (a) Basic salary. The basic salary of the (Basic salary) from the start date to February 28, 2013 will be exchange rate and will not be subsequently reduced until as part of a salary reduction programme carried out on a basis consistent with that applicable to other employees at employee level. The employee will subsequently have the right to participate in any salary increase program offered during the Period, on a basis consistent with that applicable to other employees at employee level, taking into account the employee's position, duties, and performance. The basic salary, minus the normal deductions, will be paid to the Employee in accordance with the Company's remuneration practices in force from time to time. (b) Cash signing bonus. As soon as possible after each (i) start date and (ii) October 1, 2012, the employee will receive a cash signing bonus in the amount and terms set out in Schedule 1. (c) Limited subsidies for shares/stock options. (i) As soon as possible after each of the (A) start date and (B) on 1 October 2012, the employee will receive a limited share grant under the company's restricted share plan for the number of shares in the company's Class A common shares set out in Schedule 1. These units must be invested as set out in List 1. (ii) Continuing in 2011 and until the end of the term, the Employee will have the right to participate in any large annual (or other) grant program under the Company's limited share plan and/or stock option plan (or any successor equity-based compensation plan or plan) on a basis consistent with that applicable to other employees at employee level, taking into account the employee's position. (d) Cash prizes. (i) The Employee has the right to participate in the Company's Cash Bonus Plan for the period from January 1, 2011 to December 31, 2011 at the Employee's current target bonus potential and for the period January 1, 2012 to December 31, 2012 as set out in Schedule 1. The Employee's participation in such Plan will comply with the terms and conditions of the same. The performance standards applicable to this cash bonus will be consistent with those applicable to other employees at employee level, taking into account the employee's position and duties. (ii) The employee is entitled to an ongoing participation in the Company's Cash Bonus Plan (or any cash incentive compensation plan based on the successor's performance) compared to each calendar year (or part of it) in the Post-2012 Deadline on a basis consistent with that applicable to other employees at employee level, taking into account the employee's position, duties and performance, that under no circumstances is the percentage of the eligible target earning bonus potential lower than that provided for in Programme 1 compared to 2012. 2 c) Deferred compensation. (i) The Employee has the right to participate in the Company's deferred compensation plans and on the same terms as the company's other senior executives. (ii) In addition, the Company will credit the Employee's account under and in accordance with the terms and conditions of the Company's deferred compensation plans of 2005 (or any successor plan). (A) from the start date. \$1,500,000 and (B) from October 1 of each of the following calendar years, the following amounts: Year Amount 2012 \$1,575,000 2013 \$1,653,750 2014 \$1,736,437 2015 \$1,823,259 2016 \$1,914,422 4. Benefit plans and programs. The employee has the right to participate in the Company's health and care care plans and programs and other employee benefit plans and programs (including group insurance programs, vacation benefits and liability insurance of applicable directors and officials, and compensation and advancement of expenses provisions made by third parties against the employee in the role of administrator, official or employee) (Benefit Plans), under conditions (including cost) consistent with those made available to other employees at the employee level, taking into account the employee's position and duties, in accordance with the terms of those plans and programs. Nothing in this Agreement will limit the Company's right to modify or terminate any Benefit Plan at any time, provided that such action cannot affect the Employee's acquired rights under that agreement. The provisions of this paragraph 4 shall not apply to compensation and benefit plans and programmes specifically mentioned in this Agreement, in which case the applicable terms of this Agreement shall be checked. 5. Business expenses. The Company will pay or reimburse the Employee for travel, accommodation, meals, entertainment and other reasonable expenses incurred by the Employee in connection with the performance of the Employee's duties below, receipt of vouchers for his products presented to the Company in a timely manner and in accordance with the Company's policies and practices in force from time to time. 6. Resolution. The employee's employment and the Company's obligations under this Agreement (excluding any obligations that the Company may have under paragraph 7, any other obligation expressly stated in this document as termination of the surviving employment relationship, and any obligation in connection with any acquired employee rights under any compensation or benefit plan or program), will be or can be resolved, in the circumstances set out below. 3 a) Death. The employee's work will automatically cease in the event of the employee's death. (b) Disability. The Company may terminate the employee's work in with the provisions of applicable law, in the event that the Employee becomes substantially unable to perform the functions of the Employee under this document due to partial or total disability or incapacity resulting from a mental or physical physical disability accident or other cause of health (disability) for a period of twelve (12) consecutive months or for a cumulative period of fifty-two (52) weeks over a period of two (2) calendar year. (c) Resolution with cause by the Company or resolution without good reason by the employee. (i) The Company may terminate the employee's work on written notice following his determination that the Employee has committed one of the following acts (Termination with cause): conviction of a crime or crime that involves moral turpitude; fraud; embezzlement or other misappropriation of funds; material misrepresentation against the Company; substantial and/or repeated failure to fulfill obligations; serious negligence or dombable in the performance of duties; material violation of the Employee's Manual, the Code of Conduct or any other written policy of the Company; or material violation of this Agreement (which, with regard to the last two articles, if able to be cured (as determined by the Company), will remain unsafe after ten (10) working days after its written communication). (ii) The employee may interrupt the employee's work at any time after twenty (20) working days before written notice without good reason (as this article is defined in point (d)(ii) below) (Termination without good reason). (d) Resolution without cause by the Company or resolution with good reason by the employee. (i) The Company may terminate the employee's work at any time for any reason (or without reason) out of ten (10) working days of written notice (Resolution without cause). (ii) The employee may interrupt the employee's work as a result of one of the following acts of the Company (Resolution with good reason) after ten (10) working days of written notice, provided that the Employee has provided the Company with such written notice within sixty (60) days of the occurrence of the same: a substantial relegation to the position of the Employee; or material violation of this Agreement (which, with regard to one of these articles, if it can be cured (as determined by the Company), will remain unsafe after ten (10) working days after its written communication) (Good reason). 4. 7. Payments and other rights as a result of the resolution. The worker's unique rights as a result of a resolution pursuant to paragraph 6 are as follows. (a) Death or invalidity. As a result of termination due to death or disability, the employee (or the employee's estate, as the case may be) will be entitled to payment of the employee's current basic salary until the termination date and for a period of three (3) following months (payable in accordance with the normal remuneration practices of the amounts accrued or payable under any performance plan (payable during the expected periods), any holiday period accrued but unused, any amounts payable for any business expenses not reimbursed, reimbursed, amount that would otherwise have been payable in the current year due to the previous year's cash bonus plan grant and an amount due to the current year's cash bonus plan grant (proportional until the termination date and assuming 100% performance targets are achieved), (in the case of each of the last two amounts, payable at a time otherwise applicable in the absence of such death or invalidity). Unless otherwise provided in this document, amounts due to the Employee (or employee's estate, applicable) pursuant to this subparagraph (a) shall be paid within the 90th day following the termination date. In addition, employee equity options and limited stock grants will automatically be investable in full, and stock options will remain exercisable for the balance of the remaining terms. (b) Termination with cause by the Company or termination without good reason by the employee. If the employee's work ends as a result of a termination with cause or termination without good reason, subject to the provisions of paragraph 8(c), the employee is only entitled to payment of the employee's current basic salary until the termination date (payable in accordance with the company's normal pay practices), amounts accrued or payable under any other performance plan (payable during the periods provided), any vacation times accrued but not used, any amounts payable for any unpaid business expenses and any amount that would otherwise have been due in the current year due to the subsidy of the cash bonus plan of the previous year (payable at a time otherwise applicable in the absence of such resolution). Unless otherwise provided in this document, the amounts due to the Employee pursuant to this subparagraph b) shall be paid within the 90th day following the date of termination. (c) Resolution without cause by the Company or resolution with good reason by the employee. If the employee's work is interrupted as a result of an un lawsuit or termination with good reason and subject to the conclusion by the Employee of a contract containing a release by the Employee of the Company in relation to all matters relating to the employee's employment and termination (other than the rights under this Agreement that, according to their explicit terms, continue after termination of the employment relationship and any rights acquired under any compensation or benefit plan or program) within thirty (30) days after the termination date, in a form and containing terms as the Company habitually requires employees who receive salary continuation payments: (i) Provided that the employee is alive at the time of payment or receipt of the same, the Employee is entitled to: (A) receive the then current employee's base salary in accordance with the Company's normal remuneration practices; and (B) participate in the the and welfare benefit plans and programs at the same cost to employees applicable to active employees; in each case for the period of time indicated in schedule 1 after the resolution date. Employees' rights under the Consolidated Omnibus Budget Reconciliation Act 1986, as amended (COBRA), will be exhausted at the same time as employee participation during that period of time. To the extent that the provision of health and care benefits to the employee within the meaning of point B constitutes a deferral of the allowance within the meaning of Article 409a of the Code of Internal Revenue (the Code), and its implementing regulations and guidelines, the provision of such benefits shall be subject to the terms and conditions referred to in paragraph 13(a). 5 (i) The employee will also receive payment of the then current employee's base salary until the termination date (payable in accordance with the Company's normal remuneration practices); amounts accrued or payable under any benefit plans (payable during the periods provided for therein); any holiday time matured but unused; any amounts payable for any business expenses not reimbursed; and any amount that would otherwise have been payable in the current year due to the previous year's cash bonus plan grant payable at an otherwise applicable time in the absence of such termination). Unless otherwise provided in this document, the amounts due to the Employee pursuant to this subparagraph (ii) shall be paid within the 90th day following the date of termination. (iii) The employee is obliged to seek another reasonable job during the period in which the employee receives the wage continuation payments referred to in paragraph (i) above) and the Company may request reasonable periodic written reports that saw the employee's efforts to obtain such employment. Such salary continuation payments are subject to a reduction in the amount of any salary, bonus, invested capital or other compensation earned or received by the employee for services through employment or self-employment during or due to the period of salary maintenance. The employee must provide the Company with a quick written notice of such employment and amounts. The Company's obligation to continue health and care benefits will cease after the Employee's eligibility for health and care benefits from any subsequent employer. (iv) Provided that the employee is alive at the time of payment, the employee is entitled to receive payment due to: (A) the subsidy of the cash bonus plan for the current year, without proration; and (B) the of the following year's cash bonus plan, proportional to the number of full months of work in the year of termination; in any case, assuming the achievement of 100% performance targets (payable in periods otherwise applicable in the absence of such termination). (v) Provided that the employee is alive the Employee will have the right to continue dressing the stock option plan and limited stock plan grants for the period of time set out in Schedule 1, as if there had been no termination of the employment relationship (provided that there were no performance conditions in the limited stock plan grants). Provided that the employee is alive at the time of the exercise, the employee will have the right to exercise any concession of the stock option plan acquired during the period of time established in schedule 1. 6 8. Not stress; Non-competition; Confidentiality. The employee acknowledges and accepts that: the skills, experience, knowledge and reputation of the employee have a special, unique and extraordinary value for the Company; The employee is and will continue to be aware of confidential information, processes and know-how and owners of the Company, whose confidentiality has significant value for the Company and its future success; and restrictions on the Employee's activities as follows are necessary to protect the value of the Company's goodwill and other tangible and intangible assets. On the basis of the above, the Employee accepts the following: (a) While employed by the Company (during the Term or thereafter), and for a period of one year after the employee's termination of employment for any reason (both during the Period and thereafter), the Employee does not assume, directly or indirectly: (i) any employee of the Company (other than as a result of a general solicitation); (ii) urge, induce, encourage or attempt to influence any employee, customer, consultant, independent contractor, service provider or supplier of the Company to cease doing business or terminate the employment relationship or other relationship with the Company; or (iii) assist any other person, company or entity in doing or performing any of the acts that the Employee is prohibited from doing pursuant to paragraphs (i) or (ii) above. b) (i) DURING THE RECRUITMENT BY THE COMPANY (EITHER DURING THE PERIOD OR THEREAFTER), OR FOR A PERIOD OF ONE YEAR AFTER THE TERMINATION OF THE EMPLOYEE'S EMPLOYMENT RELATIONSHIP BEFORE THE REGULAR END DATE BY THE EMPLOYEE (OTHER THAN THAT FOLLOWING A TERMINATION WITH REASON) OR THE COMPANY AS A RESULT OF A TERMINATION WITH CAUSE, THE EMPLOYEE MUST NOT, DIRECTLY OR INDIRECTLY, ENGAGE OR BE FINANCIALLY AFFECTED (SUCH AS AGENT, CONSULTANT, DIRECTOR, EMPLOYEE, INDEPENDENT CONTRACTOR, OFFICIAL, OWNER, PARTNER, MEMBER, PRINCIPAL OR OTHERWISE), ANY ACTIVITY FOR A COMPETITIVE BUSINESS, A COMPETITIVE ENTERPRISE IS AN ENTERPRISE (RUN BY AN ENTITY OR AN INDIVIDUAL, INCLUDING THE SELF-EMPLOYED EMPLOYEE) THAT IS ENGAGED IN COMPETITION, OR INDIRECTLY THROUGH ANY ENTITY THAT CONTROLS, CONTROLLED OR UNDER JOINT CONTROL WITH SUCH ACTIVITY, WITH ANY OF THE COMMERCIAL ACTIVITIES CARRIED OUT BY THE COMPANY OR PLANNED BY THE COMPANY WITH THE EMPLOYEE'S PARTICIPATION. (ii) TO TO TAKING INTO ACCOUNT THE HIGHLY COMPETITIVE ENVIRONMENT OF THE COMPANY'S ACTIVITIES, THE PARTIES AGREE THAT ANY ACTIVITY ENGAGED IN ANY OF THE ACTIVITIES REFERRED TO IN PROGRAMME 2 WILL BE CONSIDERED A COMPETITIVE ACTIVITY WITHIN THE MEANING OF POINT (i). 7 iii) THIS RESTRICTION APPLIES IN ANY GEOGRAPHICAL AREA OF THE WORLD IN WHICH THE COMPANY CARRIES ON COMMERCIAL ACTIVITIES. THE EMPLOYEE AGREES THAT NOT SPECIFYING A MORE LIMITED GEOGRAPHICAL AREA IS REASONABLE IN LIGHT OF THE WIDE GEOGRAPHICAL SCOPE OF THE COMPANY'S ACTIVITIES AROUND THE WORLD. (iv) In order to clarify their intention, the parties agree that point (i) above prevents the Employee from working on the account, or otherwise for the benefit of, a competitive activity as a result of the employee's work as an employee, consultant or in any other capacity for a company or other entity providing advice, advice, lobbying or similar services to other companies. (v) Nothing in this document will prevent employees from owning investments of up to one percent (1%) of any share capital class of an entity whose securities are traded on a national securities exchange or market. (c) IF THE EMPLOYEE TERMINATES THE EMPLOYMENT RELATIONSHIP (OTHER THAN THAT FOLLOWING TERMINATION WITH GOOD REASON) AT ANY TIME AFTER THE REGULAR END DATE, PROVIDED THAT THE COMPANY ELECTS WITH WRITTEN NOTICE TO THE EMPLOYEE GIVEN WITHIN TEN (10) WORKING DAYS OF SUCH TERMINATION: (i) THE PROVISIONS OF POINT (b) ABOVE APPLY TO THE EMPLOYEE FOR A PERIOD OF ONE YEAR AFTER SUCH TERMINATION, PROVIDED THAT FOR THE PURPOSES OF THIS PARAGRAPH, COMPETITIVE ACTIVITY MEANS ONE OF THE FOLLOWING ENTITIES (OR THEIR SUCCESSORS) WHICH IS ENGAGED IN COMPETITION WITH THE COMPANY'S ACTIVITIES, DIRECTLY OR INDIRECTLY THROUGH ANY PARENT COMPANY, SUBSIDIARY, SUBSIDIARY, JOINT VENTURE, PARTNERSHIP OR OTHERWISE: AT&T INC.; CENTURYLINK, INC.; DIRECTV, INC.; DISH NETWORK CORPORATION; ECHOSTAR HOLDING CORPORATION; AND VERIZON COMMUNICATIONS, INC.; (ii) the company shall ensure that the employee, for a period of one year as a result of such termination, makes the payments and benefits referred to in paragraph 7(c)(i) and Article 7(c)(iv) under the conditions laid down therein (INCLUDING THE CONDITIONS LAID DOWN IN PARAGRAPH 7(c)(ii), AS IF THE EMPLOYEE HAD CEASED FOR NO REASON. (d) During the Period and at any time therefor, the Employee will not use, directly or indirectly, for the employee's personal benefit, nor disclose or use for the direct or indirect benefit of anyone other than the Company (except what may be required as part of the Employee's functions in this document), any secret or confidential information, knowledge or data of the Company or employees, officials, directors or agents (Confidential Information). Confidential Information includes, under confidential information, but is not limited to: the terms and conditions of this Agreement; Sales Sales and other business methods; policies, plans, procedures, strategies and techniques; research and development projects and results; software and firmware; trade secrets, know-how, processes and other intellectual property; information about or related to past, present or potential employees or suppliers; information about or about past, present, or potential customers, including customer lists. Despite the above, confidential information does not include information that: (i) is generally available to the public; (ii) is available to the Employee on a non-confidential basis from a source other than the Company, provided that such source is not and has not been bound by a confidentiality agreement with the Company or otherwise prohibited from transmitting such information to the Employee by a contractual, legal or fiduciary obligation; or (iii) has been developed independently of Employee, as evidenced by written records. The employee agrees that the Confidential Information is the exclusive property of the Company and agrees that, immediately after the termination of the Employee's employment relationship for any reason (even after the Term), the Employee delivers to the Company all correspondence, documents, books, records, lists and other materials containing confidential information that is in the employee's possession or control, regardless of the means in which such materials are maintained. The employee does not keep a copy of it in any media. Without limiting the generality of the above, the Employee does not agree to prepare, participate or assist in the preparation of any article, book, speech or other writing or communication relating to the company's past, present or future activity, operations, personnel or prospects, nor to encourage or assist others to do anything about the above, without the company's prior written consent (which may be withheld at the Sole Discretion of the Company). Nothing in this document will prevent the Employee from: (A) comply with a valid subpoena or other legal requirements for the disclosure of confidential information, provided that the Employee takes advantage of the good faith efforts to inform the Company promptly and in advance of disclosure if the Employee believes that the Employee is under a legal obligation to disclose confidential information otherwise protected from disclosure pursuant to this paragraph; or (B) disclosing the terms and conditions of this Agreement to the employee's spouse or tax, accounting or legal advisors, or if necessary to enforce this Agreement. (c) The Employee acknowledges that the restrictions contained in this Paragraph 8, in light of the nature of the activities in which the Company is engaged and the employee's position at the are reasonable and necessary to protect the legitimate interests of the Company and that any violation of such restrictions would result in irreparable harm to the Company. Employee Employee agrees that, in the event of a breach of the Employee or threat of violation of any of these restrictions: (i) the Company will have the right to suspend or terminate any unscrupulous payment obligation to the Employee under this document and/or the Employee's incurscrud rights under any compensation or benefit plans and programs referred to in this or this agreement (including in any case any resulting from the termination of the employment relationship); and (ii) the Company has the right to request from any court of the competent jurisdiction: (A) preliminary and permanent injuncting measures against the Employee; (B) damages by the Employee (including the Company's reasonable legal fees and other costs and expenses); and (C) fair accounting of all compensation, commissions, earnings, profits and other benefits to the Employee resulting from such violation; all rights will be cumulative and in addition to any other right and remedy to which the Company may be entitled as set out in this document or as a matter of law. (f) The employee agrees that if part of the restrictions contained in this paragraph 8, or its application, is interpreted as invalid or unenforceable, the rest of those restrictions or its application will not be affected and the remaining 9 restrictions will have full force and effect in relation to invalid or unenforceable parts. If a restriction is deemed unenforceable due to the covered area, its duration or scope, the Employee agrees that the judge making such determination has the power to reduce the area and/or duration, and/or limit its scope, and the restriction will then be applicable in its reduced form. (g) If the Employee violates

these restrictions, the period of such violation (from the beginning of such violation until such violation is cured by the Employee) will not be counted or included in any applicable restrictive period. (h) The employee agrees that, before accepting an employment with any other person or entity at any time during the period of one year following the termination of the employment relationship referred to in (b) or (c) (i), the employee will provide the potential employer with a written notice of the provisions of this paragraph 8, with a copy of that notice provided at the same time to the Company. 9. Non-derogatory declarations. During the Employee's period of employment (during or after the Period), and for a period of three (3) subsequent years, neither party shall, directly or indirectly, engage in any communication with any person or entity, including: (i) any actual or potential employer of the Employee; (ii) any employee, consultant, independent contractor, investor, provider, service provider or supplier of the Company; or (iii) any multimedia outlet; which constitutes a derogatory or disparaging denigrating – orally, written or not – to the other party or, in the case of the Company, to one of its employees, officials or directors. The foregoing does not consider itself restrictive of the obligation of one of the parties to testify truthfully in any proceedings or to cooperate in any government investigation. 10. Ownership of the company. (a) To the extent that any intellectual property of the Company (as defined in point (c) below) is not already the property of the Company by law or after written assignment by the Employee to the Company, the Employee assigns to the Company and agrees to assign the Company in the future (to the extent necessary), it is fine, title and interest that the Employee has or acquires in the future in and to any intellectual property of the Company. The employee will further collaborate with the Company to obtain, protect and assert its interests in the Company's intellectual property. Such cooperation will be the responsibility of the Company and will include, by way of choice of the Company, by way of example, the signing of all documents reasonably required by the Company for patents, copyrights and other intellectual property (as defined in point (c) below) questions and registrations, and individual assignments, and provide other assistance reasonably required. The employee's obligation to assist the Company in obtaining, protecting and implementing intellectual property rights will continue to follow the Employee's employment at the Company, but the Company will be obliged to compensate the Employee at a reasonable consultation rate then prevalent for any time elapsed and any out-of-pocket expenses incurred at the Company's request to provide such assistance. Such compensation will be paid regardless of the substance of any testimony that the employee may give or provide during the assistance to the Company. 10 (b) The employee shall make reasonable efforts to promptly disclose to the Company, or to any person or person designated by the Company, all intellectual property created, conceived or reduced to practice by the Employee, alone or jointly with others, during the Employee's period of employment with the Company, patentable or copyrighted or deemed by the Employee patentable or copyrighted , including, but not limited to, any intellectual property (which must be held in confidence by the Company) that fully qualifies as an invention that cannot be assigned under Section 2870 of the California Labor Code (NON-Reassignable IP). If the Employee claims that such intellectual property qualifies as non-assignable IP, the employee will promptly inform the Company and the employee agrees to cooperate fully with a review process and by the Company. In addition, the Employee will promptly notify the Company (to be held confidentially) of all patent applications submitted by the Employee or on his behalf within six six after termination of the employment relationship, and to cooperate fully with a review and determination by the Company that such patent applications constitute or include the company's intellectual property or confidential information. The employee reviewed the notification in Program 3 and agrees that the employee's execution of that notification recognizes receipt of that notification. (c) In the event that the Company is unable, for any reason, to obtain the Employee's signature on any legitimate document necessary to request, execute or otherwise pursue further or register any patent or copyright application or any other intellectual property application or registration, The employee irrevocably designates and appoints the Company and its duly authorized officers and agents as agents and lawyers of the Employee to act for and on behalf of the Employee and in place of the Employee to execute and present such legitimate and necessary documents and to do all other legitimately permitted acts to prosecute, issue and/or record patents, copyrights and any other intellectual property rights registration on it by the same force and legal effect as if performed by the Employee. (d) To the extent that all materials, including written materials, graphic or computer-programmed materials, created, prepared, provided or written by the Employee, in whole or in part, during the period of employment by the Company and relating in whole or in part to the activity, products, services, research or development of the Company or its suppliers, distributors or customers qualify as work done for hire, as such term is defined and used in U.S. copyright laws, so such materials will be performed by the Employee as work done for hire under that law. (e) intellectual property: all ideas, inventions, formulas, know-how, trade secrets, devices, designs, models, methods, techniques, processes, specifications, tools, computer programs, software code, copyrighted works, copyrights and copyrights, masked works, trademarks and service marks, Internet domain names, technical and product information, patents and patent applications worldwide and any other intellectual property rights or applications worldwide. Corporate intellectual property means any 11 intellectual property created, fixed, conceived or reduced to practice, in whole or in part, by the employee, alone or jointly with others, regardless of whether such intellectual property is patentable or copyrighted, (f) referring to the Company's current or planned activities or (ii) that is created, etc. working hours, in the performance of the Employee's duties or using the Company's information, facilities or equipment or other assets. Corporate intellectual property does not include un firmable IP. 11. Representations. (a) The employee represents (i) The employee has had the opportunity to withhold and consult legal advisors and tax advisors of the Employee's choice regarding the terms of this Agreement. (ii) Without prejudice to bankruptcy and insolvency laws and fair general principles, this Agreement shall apply to the Employee in accordance with its terms. (iii) This Agreement and the fulfillment of the Employee's obligations below, are not in conflict, violate or give rise to the rights of other persons or entities within the meaning of any agreement, plan or program of benefit, order, decree or judgment to which the Employee is a party or from which the Employee is bound. (b) The Company represents that: (i) Without prejudice to bankruptcy and insolvency laws and fair general principles, this Agreement is applicable to the Company in accordance with its terms. (ii) This Agreement, and the fulfillment of the Company's obligations under this agreement, are not in conflict with, violate or give rise to any right to other persons or entities within the meaning of any agreement, order, decree or judgment to which the Company is a party or to which it is bound. 12. Withholding taxes/deductions. All compensation under this Agreement is subject to applicable withholding tax requirements and other deductions required by law. The employee agrees that the Company has the right to deduct from funds payable and refundable to the Employee based on all sums that the Employee may indebted to the Company at any time. 13. Section 409A. (a) Not only in this document to the contrary or not, except to the extent that any expenses, reimbursement or benefits in kind provided to the Employee do not constitute a deferral of compensation under Section 409A of the Code, and its implementing regulations and guidelines: (i) the amount of expenses eligible for reimbursement or benefits in kind provided to the Employee during any calendar year will not affect the amount of 12 expenses eligible for reimbursement or benefits in kind provided to the Employee in any other calendar year; (ii) reimbursements for expenses for which the Employee is entitled to reimbursement shall be made by the last day of the calendar year following the calendar year in which the applicable expenditure is incurred; and (iii) the right to payment or reimbursement or benefits in kind referred to in this Act may not be settled or exchanged for other benefits. (b) For the purposes of applying Treas.Reg.\$1.409A-1(b)(4) (or any subsequent provision), any payment in a series of payments provided to the Employee under this Agreement shall be considered a separate payment. (c) Not only in spite of any other contrary provision of this Agreement, any payment or paragraph 7 representing a deferral of compensation within the meaning of Article 409a of the Code shall be paid or provided to the employee only after its separation from service pursuant to Article 409a of the Code. Code. (or any subsequent regulation). To the extent that compliance with the requirements of Treas.Reg.\$1.409A-3(i)(2) (or any subsequent provision) is necessary to avoid the application of an additional tax within the meaning of Section 409A of the Code to payments due to the Employee after or after its separation from service, therefore despite any other provision of this Agreement (or any plan, policy, agreement or agreement otherwise applicable) , all payments that are otherwise due within six months of separation from the Employee's service will be deferred (interest-free) and paid to the Employee in a lump sum immediately after that six-month period. In the event that the Employee dies during that six-month period, the deferred amounts due to Treas.Reg.\$1.409A-3(i)(2) (or any subsequent provision) will be paid to personal representatives of the Employee's estate within sixty (60) days of the Employee's death. This provision must not be interpreted as preventing payments under paragraph 7 equal to a maximum amount of two (2) times less than: and (ii) the maximum amount which may be taken into account under a qualified plan within the meaning of Article 401(a)(17) of the Code, paid with the employee within the first six months following his separation from service. (d) Despite everything that is contrary to this document, all benefits or payments provided by the Company to the Employee that would be considered as unclassified deferred compensation within the meaning of Article 409a of the Code are intended to comply with Section 409A of the Code. Noting anything in this Agreement to the contrary, distributions may be made under this Agreement only in the event of an event and in a manner permitted by Section 409A of the Code or by an applicable exemption. 13 14. Successors. (a) If the Company merges or transfers all or substantially all of its assets to, or as part of a reorganization, restructuring or other transaction becomes a subsidiary of, another entity, that other entity will be considered the successor to the Company in this document, and the term Company as used in this document is the other appropriate entity, and this agreement continues in full force and effect. (b) If the Company transfers part of its assets to another entity held directly or indirectly by the Company's shareholders (or any substantial part thereto), or transfers shares or other interests to a subsidiary of the Company directly or indirectly to the Company's shareholders (or any substantial party they), and the Employee works for the part of the Company or entity thus transferred, then that other entity will be considered the successor of the Company in this document, the term Company as used in this document is understood as such other and this Agreement shall continue in full force and effect. 15. WAIVES THE RIGHT TO TRIAL BY THE JURY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, THE COMPANY AND THE EMPLOYEE KNOWINGLY, VOLUNTARILY AND INTENTIONALLY WAIVE ANY RIGHT THAT THEY OR THEIR HEIRS, EXECUTORS, DIRECTORS, PERSONAL REPRESENTATIVES, SUCCESSORS, OR ASSIGNEES MAY HAVE TO A JURY TRIAL IN ANY DISPUTE BASED ON OR RELATING TO THIS AGREEMENT. RENOUNCING THE RIGHT TO A JURY TRIAL, NEITHER PARTY WAIVES THE RIGHT TO SUE THE OTHER; RATHER, THE PARTIES ARE SIMPLY GIVING UP THE RIGHT TO HAVE A JURY DECIDE THE CASE. 16. DAMAGE LIMITATION. THE EMPLOYEE AGREES THAT, UNLESS PROHIBITED BY APPLICABLE LAW, AND EXCEPT AS EXPRESSLY AVAILABLE IN AN APPLICABLE FEDERAL, STATE OR LOCAL STATUTE OR ORDINANCE, THE EMPLOYEE'S REMEDY FOR BREACH OF THIS CONTRACT OR ANY OTHER CLAIM OR CAUSE OF ACTION ARISING FROM THE EMPLOYEE'S EMPLOYMENT WILL BE LIMITED TO ACTUAL ECONOMIC DAMAGES AND THE EMPLOYEE WILL NOT BE AUTHORIZED TO MAKE ANY CLAIM OR RECOVER PUNITIVE DAMAGES , SPECIMENS, COMPENSATORY (OTHER THAN THOSE BASED ON ACTUAL ECONOMIC LOSSES), EMOTIONAL DISTRESS OR SPECIAL DAMAGE. 17. Competence. Disputes relating to this Agreement, if initiated by or on behalf of the Employee, will be brought only in a state court in Philadelphia County, Pennsylvania, or in a federal court in the Eastern District of Pennsylvania or, if initiated by the Company, in that jurisdiction or jurisdiction where the employee resides or works. The employee consents to jurisdiction in that jurisdiction, regardless of the location of the employee's residence or place of activity. The employee and the Company irrevocably waive any objection, including any objection to the deposition of the seat or on the grounds of non-conveniens forums, which the Employee or Company may now or may have, proceed in any action or proceeding in that jurisdiction. The employee and the Company acknowledge and agree that any legal process service by post constitutes an appropriate legal service of the process under applicable law in any such action or proceeding. In such a dispute, the prevailing party is entitled to reimbursement by the other party for all costs of defending or maintaining such action, including reasonable legal costs. 18. Right of government. This Agreement will be interpreted and enforced in accordance with the substantive law of the Commonwealth of Pennsylvania, under any doctrine of choice of law. 19. Notices. All communications referred to in this (a) if provided by fax, if transmitted to the following number (with adequate confirmation received); or (b) if given by registered mail or certified mail, when received at the address below (with a receipt on receipt): if to the Company: c/o Comcast Corporation One Comcast Center Philadelphia, PA 19103 19103 Adviser-General Fax: (215) 286-7794; and if to the employee: employee address and fax number (if any) as most recently stated in the Company's records. 20. Entire agreement. This Agreement (including Hours 1, 2 and 3 of this Agreement) constitutes the entire agreement of the Parties as to the subject matter of this Agreement and replaces and replaces in full the employment contract dated 21 January 2010 between the Parties, provided that the rights and obligations accrued by the Parties as of the date of this Agreement are not affected by the implementation of this Agreement. In the event of a conflict between the terms of this Agreement and the terms of any company plan or policy (including the Employee Manual), the terms of this Agreement will be in control. 21. Invalidity or inapplicability. If any term or provision of this Agreement is deemed invalid or unenforceable for any reason, such invalidity or inapplicability will not affect any other term or provision of this Agreement and this Agreement will continue in effect and effect as if such invalid or unenforceable term or provision (to the extent of invalidity or inapplicability) had not been contained in this document. 22. Changes and waivers. No amendment or waiver of this Agreement or any provision of this Agreement shall be binding on the party against whom the execution of such amendment or 15 waivers is required, unless it is made in writing and signed by or on behalf of that Party. The waiver by either party of any violation of any provision of this Agreement by the other party shall not operate or be considered as a continuous waiver or waiver by that party or any subsequent violation of any provision of this Agreement by the other party. 23. Binding effect; No assignment. This Agreement shall be binding and for the benefit of the parties and their heirs, executors, directors, successors and assignees, unless (except in accordance with the provisions of paragraph 14) it may not be assigned by one of the parties without the written consent of the other Party. IN WITNESS WHEREOF, the Parties have executed and delivered this Agreement on the date first written. COMCAST CORPORATION From: /s/ Arthur R. Block Date: November 21, 2011 EMPLOYEE: /s/ Neil Smit NEIL SMIT Date: November 21, 2011 16 PROGRAM 1 FOR EMPLOYMENT AGREEMENT WITH NEIL SMIT 1 Position: Executive Vice President and Chairman and Chief Executive Officer, Cable Division. 2. Signature of bonus amount and terms: \$1,000,000; provided that the Employee is required to reimburse the Company 100% of the amount of each signature bonus in the event of a termination with cause or without good reason within twelve months of the date of the same. 3. Restricted Stock Amount and Vesting Schedule: shares for shares with a market value of \$1,000,000; 100% on the thirteen-month anniversary of the grant date. The employee will remain subject to the company's employee share ownership policy. 4. Cash bonus. Potential target bonus under the cash bonus plan: 300% of eligible earnings (i.e. the amount of base salary actually paid in the calendar year). 5. Basic salary and health and welfare benefits Continuation period after termination without cause or termination with good reason: twenty-four (24) months. 6. The limited stock option plan grants a continuous vesting period after termination without cause or resolution with good reason: twelve (12) months. The stock option plan grants a period of continuous exercise after termination without cause or termination with a good reason: less than fifteen (15) months or the end of the term of the equity option. 17 PROGRAMME 2 COMPETITIVE BUSINESS ACTIVITIES A. The distribution of video programming to customers or consumer or commercial users, whether by analog or digital technology, to any type of end-user equipment (television, computer, telephone, personal digital assistant, tablet, console or other), and from any distribution platform (including transmission, coaxial cable, fiber optic cable, digital subscriber line, power line, satellite, wireless and Internet), method (streaming , application or other) or protocol (IP or otherwise). The employee agrees that the following companies (or their parents, subsidiaries or subsidiaries), and their successors and assignees, are among those engaged in the distribution of competitive video programming as of the date of this document: Amazon.com, Inc.; Apple Inc.; AT&T Inc.; Bamboo Laboratories; Boxing, Inc.; Networks of light houses; Cablevision Systems Corporation; CBS Corporation; CenturyLink, Inc.; Charter Communications, Inc.; Clicker.com; Cox Communications, Inc.; DIRECTV; DISH Network Corporation; EchoStar Holding Corporation (including Sling Media); Mr Everest; Facebook, Inc.; Flixster, Inc. (including YouTube); Hulu, LLC; Joost Operations S.A.; Knology Holdings, Inc.; Microsoft Corporation (including XBox); Netflix, Inc.; (including Jumptv); News Corp. (including Fox); RCN Corporation; Roku, Inc.; Sony Corporation of America (including PlayStation); Time Warner Cable, Inc.; TiVo Inc.; Verizon Communications, Inc.; VUDU, Inc.; The Walt Disney Company (including ABC); and Wide Open West. B. The provision of Internet access or portal service (including related applications and services) to consumer or commercial customers or users, whether by analogue or digital technology, to any type of end-user equipment (television, computer, telephone, personal digital assistant, tablet, console or other), and from any (including dial-up, coaxial cable, fiber optic cable, digital subscriber line, power line, satellite and wireless) or protocol (IP or other). Employee Employee whereas the following companies (or their parent companies, subsidiaries or subsidiaries), and their successors and assignees, are among those engaged in competitive high-speed Internet access and/or portal service as of the date of this document: AOL Inc.; AT&T Inc.; Networks of light houses; Cablevision Systems Corporation; CenturyLink, Inc.; Charter Communications Inc.; Clearwire Corporation; Cox Communications, Inc.; DIRECTV; DISH Network Corporation; EchoStar Holding Corporation (including Sling Media); Google, Inc.; Knology Holdings, Inc.; Microsoft Corporation (including MSN); RCN Corporation; Sprint Nextel Corporation; Time Warner Cable, Inc.; Verizon Communications, Inc.; and Yahoo, Inc.C. The provision of voice and/or data services to customers or consumer or commercial users, whether by analogue or digital technology, from any distribution platform (including coaxial cable, fiber optic cable, digital subscriber line, power line, satellite, wireless and Internet) or protocol (IP or other). The employee agrees that the following 18 companies (or their parents, subsidiaries or subsidiaries), and their successors and assignees, are among those engaged in a voice service and/or competitive data as of the date of this document: AT&T Inc.; Networks of light houses; Cablevision Systems Corporation; Cbeyond, Inc.; CenturyLink, Inc.; Charter Communications, Inc.; Clearwire Corporation; Cox Communications, Inc.; DIRECTV; DISH Network Corporation; EchoStar Holding Corporation (including Sling Media); Google, Inc.; Integra Telecom; Knology Holdings, Inc.; Paetec Communications Inc.; RCN Corporation; Sprint Nextel Corporation; Skype Limited; Tele-pacific communications; Time Warner Cable, Inc.; Vonage Holdings Corp.; Verizon Communications, Inc.; and Wide Open West. Q. The provision of wireless communication services to customers or consumer or commercial users, whether by analog or digital technology, to any type of end-user equipment (television, computer, telephone, personal digital assistant, tablet, console or other) and by any technology or protocol (IP or otherwise). The employee agrees that the following companies (or their parents, subsidiaries or subsidiaries), and their successor and assignees, are among those engaged in providing a competitive wireless service as of the date of this document: AT&T Inc.; Boingo Wireless, Inc.; Networks of light houses; Clearwire Corporation; Leap Wireless International, Inc.; LightSquared Company; MediaFLO USA, Inc.; MetroPCS Communications, Inc.; Sprint Nextel Corporation; T-Mobile USA, Inc.; and Verizon Communications, Inc. (ii) the production and/or (iii) sale, licensing or other supplies of audio and/or video programme content, whether for broadcast, satellite, cable or other programmes; content distributors the programme; or providers of high-speed Internet portals or other Internet-based services or websites. Employee Employee whereas the following companies (or their parent companies, subsidiaries or subsidiaries), and their successors and assignees, are among those engaged in the creation, production or competitive supply of audio and/or video program content at a date when they are present: A&E Television Networks; AMC Networks Inc.; AOL Inc.; CBS Corporation; Cox Communications, Inc.; Discovery Communications, Inc.; Epix Joint Venture; EW Scripps Co.; (including YouTube); Hulu, LLC; IAC/InterActive Corp; Liberty Media Corp.; Metro-Goldwyn-Mayer Inc.; MySpace; News Corp. (including Fox); Sony Corporation of America; The CW television network; (including ABC); (including Turner and Warner Bros.); (including Dreamworks and Paramount). F. — the creation, (ii) production and/or (iii) sale, licensing or other supply of films, whether for theatres or other venues; broadcast, satellite, cable or other programme networks; distributors of program content; or providers of high-speed Internet portals or other Internet-based services or websites. The employee agrees that the following companies (or their parents, subsidiaries or subsidiaries), and their successors and assignees, are among those engaged in the competitive creation, production or supply of films as of this document: Metro-Goldwyn Mayer Inc.; News Corp. (including Fox); Sony Corporation of America; The Walt Disney Company, Inc.; (including Warner Bros.); (including Dreamworks and Paramount). 19 G. The provision of Internet-based products or services to consumer or commercial users. The employee agrees that the following companies (or their parents, subsidiaries or subsidiaries), and their successors and assignees, are among those engaged in providing competitive Internet-based products and services as of the date of this document: Amazon.com, Inc.; Apple Inc.; AT&T Inc.; Bamboo Laboratories; BitTorrent, Inc.; Boxing, Inc.; Bright Cove, Inc.; (including CNET); Clicker.com; Facebook, Inc.; Flixster, Inc.; Friendfeed Inc.; (including YouTube); Joost Operations S.A.; LinkedIn Corporation; Microsoft Corporation (including MSN and XBox); MySpace; (including Jumptv); RealNetworks, Inc.; Sony Corporation of America (including PlayStation); The Walt Disney Company, Inc.; (including AOL); TiVo Inc.; Verizon Communications, Inc.; XING AG; Xobni Corporation; and Yahoo, Inc. The operation and/or management of theme parks includes the granting of intellectual property licences in relation to this one. is among those engaged in the competitive theme park business from here. H. Creating, developing, improving, testing, deploying, operating, licensing, or selling firmware, hardware, Property, software, user interface or other technology used in any of the products or services described in A to H above. 20 PROGRAM 3 LIMITED EXCLUSION NOTIFICATION IT IS A MATTER OF NOTIFying Employees pursuant to Section 2872 of the California Labor Code that this Agreement does not require the Employee to assign or offer to assign to the Company any invention that the Employee has developed entirely on the employee's time without using the Company's equipment, supplies, facilities or secret business information , with the exception of those inventions that: 1. Relate at the time of conception or reduction to the practice of invention with the activity of the Company, or with the research or actual development manifestly envisaged of the Company; or 2. Result of any work done by the company for the Company. To the extent that a provision of this Agreement seeks to require the employee to assign an invention otherwise excluded from the preceding paragraph, the provision is contrary to the public policy of the State of California and is unenforceable in it. This limited exclusion does not apply to any patent or invention covered by a contract between the Company and the United States or to any of its agencies applying for the full title of such patent or invention in the United States. 21 21

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