

Dear Valued Customer,

We know that protecting your identity and using the internet safely are both very important concerns for you.

The most prevalent threat to your personal information on the internet today is a Bot! A Bot, also referred to as malicious software or malware, is used to gain control of your computer, typically without your knowledge. Online criminals can use Bots to collect your Social Security numbers, bank account information, and/or credit cards numbers by monitoring your keystrokes.

Constant Guard is a service provided to you at no additional charge as part of your Comcast High Speed Internet subscription. As a new feature of the Constant Guard(TM) service, if we believe one or more of your computers may be infected with a Bot, we may present to you in your browser a Comcast Service Notice (see example below). The notice will encourage you to take immediate action by visiting <https://constantguard.comcast.net> for self help instructions or professional assistance.

Don't be fooled by faked virus alerts, along with the Comcast Service Notice, we will also send a Bot Notification email alert to your Comcast primary email address. This alert will be marked with the Comcast brand below (see below). The brand symbol indicates the email is "verified" to be safe by Comcast.

Ensuring your online safety and security is our top priority. While we hope you do not encounter a BOT on your computer, we want you to be rest assured that we will help you detect and remove it. For more information on the Constant Guard program, and how Comcast is protecting you online, please visit <http://xfinity.comcast.net/constantguard/>.

Protect your personal information with the Constant Guard Protection Suite, please go to <http://xfinity.com/constantguard/Products/CGPS/>.

Need to remove a Bot or malware? Visit the Constant Guard center at <https://constantguard.comcast.net/>.

Need the latest information and tips on security issues? Visit the Security Website at <http://security.comcast.net/get-smart>.

Need to contact Comcast Security? Get Help at <http://security.comcast.net/get-help/contact-comcast-security.aspx>

Sincerely,

Comcast Customer Security Assurance