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EDITED TRANSCRIPT

CMCSA - Comcast Corp at Wells Fargo Technology, Media & Telecom Conference

EVENT DATE/TIME: NOVEMBER 11, 2015 / 5:30PM GMT



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PRESENTATION

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All right. We are going to get started.

I'm very pleased to introduce our luncheon keynote Matt Strauss, who serves as Executive Vice President and General manager of Video Services for Comcast cable. In this role Matt has been instrumental in launching Comcast's next-generation video products and services such as the first cloud-based set-top box which we all know is X1, the nation's first talking guide and the most robust video-on-demand platform in the business which I actually use in my house, XFINITY on-demand. So thank you so much for joining us today.

Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

Thank you. And thank you for being a customer.

Marci Ryvicker - Wells Fargo Securities - Analyst

You know there's been so much talk about cord cutting and cord shaving. We all sort of freaked out after the losses in the second guarter.

But from what we've seen so far I think the Q3 pay-TV market seems to have shown some sort of rebound off of its low. So what is your view on the overall health of the pay-TV industry?

Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

You know it's hard for me to speculate on other distributors and where they're heading with their business, their video business. We had our strongest third quarter in nine years. We reduced our net video losses about 41% year over year.

So it's really encouraging. We're seeing all the metrics in the right moving in the right direction, including improvements in churn as well. I think with all that being said we're not content. We very much have a path to we want to grow video subs.

We don't come into the office looking to just reduce the loss and we do think there is a path to doing that. It's going to require really understanding changes in how people are consuming video and also having the platforms to be more surgical in how you're able to segment and target different kinds of customers, giving them the right product at the right time, in some cases the right time in their life. And we feel really good that we have the platform and the products to be able to do that.

Marci Ryvicker - Wells Fargo Securities - Analyst

In your opinion what's been the biggest change in consumer behavior?



Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

Well, it's interesting. If you look at Nielsen ratings, clearly there's been declines in live TV and I think it's fair to speculate that that's going to probably continue, that we'll continue to see declines in live video viewing. But that doesn't mean there's declines in overall video consumption.

I think that there is a lot of video that is being consumed by consumers whether it's time shifted on-demand or time shifted on their DVR beyond the L3 window. And there is certainly a significant amount of content that is also being consumed off platforms through streaming services that when you actually look at it in its entirety our belief is that total video consumption is higher and it's growing.

It's just being consumed differently. People still watch TV in prime time, they just watch more and more on their own schedule.

And this is not surprising to us. We've obviously been very integral in how we've been launching our on-demand platform. It's something we launched over a decade ago.

So we know very, very early on that we had lightning in a bottle, that this was going to be the future to how people were going to want to consume video. It's giving someone the control to say you can watch what you want when you want it. There was no going back, and when you accelerate to where we are today on just our platform we generate about 3 billion hours of video consumed just from on-demand every single year.

If you look at our X1 platform about 85% of our X1 subs use that platform every single month, on average our video base uses it about 20 hours a month roughly. So this is growing and I think from our point of view we've embraced it and we very much want to give customers visibility to watch what they want when they want it.

I think when you study how people watch television I think that there's still a lot of fragmentation whether it's your DVR, whether it's on-demand, whether it's live, whether it's maybe something your back consuming through SVOD. And really our vision is how do you bring all that together.

How do you remove the friction to make it easier for someone to find what they want when they want it? And I think X1 for us is really the platform that we think can do that.

Marci Ryvicker - Wells Fargo Securities - Analyst

Do you think it's a measurement issue as well? So Nielsen is coming out with a total audience measurement system I think at the end of the year. And some investors have called me saying is this the answer to everything?

Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

I think measurement is absolutely a part of it. The way I would characterize it is there's like dark matter out there which isn't fully being captured given the existing measurement systems that we have in place which everybody is very focused on. We're focused on it as well.

And obviously for us to be successful our programming partners need to be successful which means you need to have the capabilities to not only measure the viewership but also provide the necessary tools whether it's through dynamic ad insertion or addressability to allow them to better monetize their video content regardless of when somebody is consuming that video which is obviously today that currency is primarily C3. I think the industry obviously is moving broader than C3 to really capture a total picture of how people watch video.

Marci Ryvicker - Wells Fargo Securities - Analyst

Right. And the big theme over the past year and a half has been millennials and skinny bundles. What do you think about millennials and skinny bundles and everything we've written about and read about it and how do you address that market?



Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

Well I think a lot of things conflated when people talk about millennials. There's OTT, they're skinny bundles, there is a millennials don't watch TV. I think that when we look at this, clearly people are watching video differently.

I have four kids. I firsthand see how my kids consume video. They are very comfortable consuming video on a mobile device.

But I think that what sometimes gets lost in translation is it's very rare that I hear someone say I want fewer choices. What is more common is you will hear someone say I want to pay less and that's very different. That typically is driven more from economic reasons than anything else.

So it comes back to certainly we have to make sure that we have the right products to target millennials; not just millennials, also various demographics. Like one of the fastest-growing segments is people over 65. So we're very focused on various segments, millennials being one of them, to ensure that we're delivering them the right products.

So there's several things that we've been deploying I will give you a couple of examples. There's a product that we launched called XFINITY on campus and here's a perfect example of how you can't approach this market the same way.

If you go on a college campus today and say Sophie's Choice, do you want high-speed data or video they are going to pick high-speed data. In many cases to that segment they are one and the same.

So we didn't go to that market and say you can sign up for XFINITY and here's our set-top box and you can plug it into your television in your dorm room and watch video. We flipped it and said if you have XFINITY on campus you can download an app, you can subscribe to this using a credit card, you can instantly access the video live and on-demand and use it anywhere on campus. And we have now deployed that product to over two dozen college campuses and it's a growing segment that we're very focused on.

Then you learn a lot from that. You learn for example that two-thirds of the consumption we're seeing on campuses is live which was counterintuitive to what we would have thought. Or you learn that millennials don't even understand what a DVR is in general.

It's interesting trying to articulate what a DVR is. They are like isn't everything just on-demand? So using that as an opportunity to introduce new products on college campuses like cloud DVR as a way to start building relationships so as that millennial graduates college, maybe gets their first apartment or their first house or gets married later in life, we think that there is this opportunity to stay connected and continue to offer more and more services.

There's another product that we actually just launched today in Boston called Stream. And it's another example of just how we are leveraging our cloud-based infrastructure to again be much more surgical in how we deliver products in that the value of Stream is if you have high-speed data only, for approximately \$15 you can activate Stream.

So you download our app or you can go to our website and you pay \$15 using your credit card and you immediately get access to HBO, local broadcast, a 20-hour cloud DVR and several thousand movies through what we call Streampix which is an aggregation of movies for \$15. So you can cancel it at any time.

It doesn't require a truck roll, it doesn't require additional equipment. It's all coming over our managed service flow and right to that customer in their home. So again it's really being more methodical in how we think about getting the right product to the right customer and you will continue to see us test the various products in the marketplace.

The thing, though, that I think is probably the most important when you take a step back is the average person in this country watches four to five hours of TV a day. So you can't lose sight of just how much people love TV.

I love TV. Hopefully everybody here loves TV.



The amount of quality TV is also greater now than it's ever been probably in its history. So when we really think about what is the product that's going to most resonate with customers it's X1. And that's really where we're focusing the majority of our efforts.

Marci Ryvicker - Wells Fargo Securities - Analyst

How do you ensure that something like Stream doesn't cannibalize the rest of the business?

Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

It's a great question. You have to obviously monitor that very, very closely. There's things that you could do in how you construct the product to help mitigate some of the risk.

So for example Stream is really a mobile first product. It's a limited number of streams that you can access on your device. That's not going to really be something that I think a single-family home with kids is going to find of value.

You also have to be surgical with your sales channels. So you're not going to CS run 30-second spots promoting Stream. You will see us run digital campaigns targeting HSD customers offering them the ability to attach Stream.

So I think that there's things that you can do that you obviously have to be very mindful of it. When we look at it, though, we do see there is another product called Internet Plus which is a skinny bundle which we've had in the market for a couple of years now. And we see roughly 30% of Internet Plus subs as they roll off 12 months upgrading.

And we've also I'm sure you know in our earnings our revenue we grew revenue 3%, 3.5%. So again there's things that we can look at to ensure that we have the right balance.

This isn't obviously about putting things in the market to get customers to downgrade. It's really about putting things in the market to attach people to video with the belief that you can continue to upgrade them and offer them additional products and services.

Marci Ryvicker - Wells Fargo Securities - Analyst

Is there a point that the skinny bundle becomes too successful?

Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

I think that there is certainly always a risk. But my belief is what I've said earlier that don't underestimate just how much people watch TV. And all the things that we've been looking at support that when you can give people, you can't just give somebody infinite choices.

You have to give them which is our vision, we want people to have infinite choice, but you also need to give them personalization and control. And when you marry those two things together, we actually believe that is what the majority of people want in this country.

Marci Ryvicker - Wells Fargo Securities - Analyst

When I started covering the cable stocks in 2009 and I remember at the cable show at the time we just started hearing about TV Everywhere. And now it's 2015 and it feels like TV Everywhere is sort of like TV Nowhere. What's the biggest obstacle?



Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

Well look, I think it's fair that there's things that we could criticize around where TV Everywhere is in the market. But I think to answer the question you almost need to understand also the impetus of TV Everywhere which is important.

Because when we announced TV Everywhere in 2009 at the time it was really a vision. Like we believed in the same way we set for on-demand customers should have the ability to watch what they want when they want, we proactively said we also think customers should be able to watch where they want, even if that means untethering the TV from the living room and giving them the ability to take it on the go.

The reality is that at the time it was really about the PC. The tablet didn't exist, there wasn't a lot of video that was getting consumed on Internet connected devices to the TV or mobile. It was really about just allowing customers to access their cable subscription on the computer.

We didn't have rights in many cases. We didn't have a lot of the infrastructure but that was our vision. When you look at where we are today, we now authenticate 19 different platforms.

So we offer our customers what started out as primarily an on-demand offering we now offer customers also the ability to stream live roughly 100 channels out of their home anywhere in the country. So if you're a Comcast customer you could download our app and you can take it with you anywhere in the country and you can access a fairly meaningful part of your video subscription.

So we now have 18 million downloads of our app which we're very proud of and about a third of our subscriber base uses our app every single month on average about eight hours a month, so it's growing. I think it depends on which lens you look at this through.

If you look at this through the lens of a programmer I think it's fair that there still is fragmentation depending on the distributor and depending on how they've implemented TV Everywhere which I think adds to this notion of difference is and what the experience is. For our customers not that we can't continue to improve it, we will, but we've really put a lot of effort into this.

And there's things that we've done like auto and home authentication where if you're behind our modem we just authenticate you or allowing you to use Facebook. So you don't need to know your account number which believe it or not that's how it started, like you need to know your account number. No one knows their account number.

So really trying to take a lot of friction out and we are continuing to lean into it. The irony around TV Everywhere is where I actually think you're going to see the most growth is not from mobile, it's going to be from TV connected devices, that the TV is actually driving more and more TV Everywhere which is to me just a really interesting observation which goes back to what I said earlier is that people still like to watch TV on the TV.

It doesn't mean you ignore mobile. By all means you have to lean into it but you can't lose sight of where the majority of the consumption is taking place. I wouldn't be surprised even if you look at over-the-top SVOD if the majority of that consumption is happening more and more on the TV than it is on mobile devices.

Marci Ryvicker - Wells Fargo Securities - Analyst

Got it. How do you think about stacking rights? We have Comcast and we see a lot more older episodes for some of the programs.

Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

You know if you go back a couple of years and I've worked on our on-demand platform for over a decade so it's very personal and close my heart. I think that a fair characterization a few years ago would have been like that Forrest Gump movie like on-demand is like a box of chocolates. I don't know what I'm going to get.



I don't know what shows are going to be there, I don't know when it's going to appear, I don't know how many episodes I'm going to get. And I think that treated a lot of confusion amongst customers.

We really decided three, four years ago that we are going to make this a really, really good experience for our customers and improve upon it. And to do that it means things like having the top 100 Nielsen rated shows available on-demand which we now do.

It means looking to collapse the window to get the content available on-demand as quickly as possible which is something that we've been very, very focused on. And not surprisingly over the last three years TV as a segment of on-demand consumption has grown over 100% on our platforms where not a lot of people typically analyze it this way.

But if you actually look at Nielsen ratings in a Comcast home versus a non-Comcast home and pretty much look at any top 50 show we typically overindex significantly in the ratings. In some cases depending on the show it could be 50% to 100% higher in L3 ratings.

And when you go one step further and actually double click on where is because you can do this looking at well as the consumption coming from live, is it coming from DVR, is it coming from on-demand we break it out we have not seen a degradation of live viewing in our household but we've seen significant increase in on-demand. So our belief was always that if you give someone the ability to catch up on a show from the beginning, especially from the beginning of the season, that you're not going to encourage them to just wait until the end of the season and binge view, you're actually going to increase your audience. This was like a lot of debate that we had with a lot of programmers because there was this belief that everyone was just going to stop watching TV.

And what we showed was binge viewing does happen but it happens about 10% at the time. I think everybody here probably at some point has binge viewed something so you can relate to it. I've also gone to weddings and binged eat.

That doesn't mean how I eat all the time. And that's not really how people watch TV all the time. The average person watches on average one to two episodes a week.

So not surprisingly when you give someone the ability to start at episode one, even if the season is on episode five or six or seven, you see an increase in audience. And as a result that manifests itself in higher ratings.

So a few years ago if you were to ask me how many series do you have stacked I would have told you less than a dozen. Now we have over 700. So I think there's been a real shift in the market where the programmers are realizing that this is something they need to do to maximize the value of their network and also to build audience to get more and more viewership into their shows.

Marci Ryvicker - Wells Fargo Securities - Analyst

My thesis has always been that NBCUniversal was purchased to help Comcast Cable understand consumption habits. How has NBCU helped you innovate on the tableside?

Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

Well, it's interesting. When I mentioned earlier stacking, we did all this analysis and I was looking at this and this has to be right, it has to be that this is going to grow audience.

And I went to Steve Burke and I presented him the data and he looked at me, he probably doesn't remember this but I do, and he said you may be right but I'm not going to tell anybody here at NBC that they have to do this. You have to convince them it's the right thing to do.

And it's actually the best advice he could have given me. Because it gave me access to the NBC executives to really start doing tests, to try different things, to have them challenge some of our assumptions. Because a lot of the learnings we got there it was very helpful when we took this out and



spoke to other programmers, we were much more educated on understanding how programmers think which is obviously a very important part of the equation.

And I think that that helped us move in the industry. There's a lot of things that we like to try. Like for example when you look at TV viewing about 50% of all TV homes in this country have a DVR which is good because it obviously allows you to build more audience but it's also challenging because you have a lot of people who skip the commercials.

And on average about 50% of the time people skip the commercials so you are making \$0.50 on the dollar when somebody is playing that content on a DVR. So our hypothesis was, well, what if you actually make content available that can't be DVRed.

The Achilles' heel of a DVR is it can only record what's aired live. So we have this with NBC and said what if we took a show and we flipped the model and we said we want to take a show, we did this with a show on USA called Playing House which was this small show, but we said the first episode will air on USA but then we're going to put the second episode up on-demand.

And we're going to say if you want to catch up next week you don't have to wait, you can go to on-demand and watch it now. But it had all the ads and the fast-forward was disabled.

And we did that every subsequent week where continue to air, each episode aired live on USA but we had next week's episode a week early. And when we've tested this before really hard to get a programmer to do something like that with us. And NBC just as an example was very much a willing participant in trying different models.

I think this is how you innovate. You have to be willing to challenge yourself, challenge certain assumptions, try different things. And as a result when we study that we find about 30% of the DVR audience moved to the earlier on-demand window.

So I think that you'll see us continue to experiment and test and do different things. But they've been great partners with us on both sides in trying to bring new ideas to the table.

Marci Ryvicker - Wells Fargo Securities - Analyst

Got it. What is Comcast's view on mobile video? AT&T and Verizon are like full force add. Where does Comcast fit in here?

Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

You know, when you think of mobile, at least when I think of mobile, it's interesting I almost start with the initial premise of it's table stakes to make content available on mobile, like this isn't something you consider. The customer expectation now is that when they subscribe to a video service it's multiplatform. So in many ways mobile is to us just a piece of glass, like we don't define TVs, even in our agreements any device that can render video securely is a TV.

So when you look at it from that point of view we very much want to allow our customers to access content across different platforms and mobile is obviously an area that we're also very focused on. What you'll see us start to do more is we have a lot of apps as do a lot of distributors. I think when you have too many apps it actually creates some confusion to customers and it actually becomes more complex on how you market all these different apps, so we actually want to consolidate.

We want to offer fewer apps that do more. So right now our XFINITY TV Go app which is the one I mentioned that's been downloaded about 18 million times we are going to essentially consolidate that where when you're in your home any device in your home whether it's a phone, a tablet computer will be a TV.



It will have every live channel, every on-demand choice, every DVR recording if you have our cloud DVR so you can truly not have some, you will have our full offering when you are in your home through this app or through our website. When you leave your home that same app becomes the TV Everywhere app. And right now we're at about a third penetration of our subs that use our App I think it's reasonable that if we can get to 50%.

So it's really about giving customers choice. And that's where you're going to see us continue to lean more and more into is to make it as seamless as possible. So no matter what device you are using you will find what you're looking for with as little friction as possible.

Marci Ryvicker - Wells Fargo Securities - Analyst

I want to spend the rest of the time talking about X1 because you've been very instrumental in that. Can you just give us some examples and I've been asked this multiple times how X1 has improved the lifetime value of a customer?

Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

X1 obviously is our IP-based platform. And what excites us so much about X1 is when we think about innovation and our ability to bring new products to market X1 has been transformative for us and we think transformative for our customers and against what we think is a really competitive product in the marketplace.

And what used to take years for us to do we can do in a much, much more accelerated fashion. So for example when we want to launch a voice remote which we obviously did earlier this year our cloud-based infrastructure allows us to deploy our XR 11 remote. And what seemed like a novelty really is a game changer when you start using it and you realize that it makes the products stickier.

Or when we want to launch an enhanced DVR doesn't require a truck roll, doesn't require additional equipment, we can do it all in the cloud. And now we can offer a customer additional tuners. And again all this is happening in a much more seamless way.

And the guide obviously is another area that we're very focused on. And it's an important one because it's a touch point to help you access and consumer video. And what's really fascinating about this is that when you look at our non-X1 platform and you look at X1 and you kind of compare the consumption, both platforms effectively have the same content offerings but the consumption on X1 like our on-demand offerings, 45% higher consumption on-demand.

So we do believe there's a correlation between video consumed and retention. And if you encourage or make it easier for somebody to consume video we think that that is obviously a benefit and we see that. We see that with X1.

Just by giving someone the ability to better find what they are looking for, make recommendations, allow them to personalize it, things that many of us now do X1 has been has given us the mechanism to do that. So we see that also improvements in churn. We see it with higher revenue from transactional content like EST.

You also see it with X1 higher penetration of DVRs, 50% higher penetration of DVRs versus our non-X1 customers which again is fascinating to me because these customers have DVRs and they use more on-demand. So it's really interesting how these two platforms very much work together.

X1 substypically take additional outlets from us as well. So there's both an ARPU component to this as well as a retention component that encourages us that X1 is really resonating with customers. And in Q3 it was 60% of our connects.

Marci Ryvicker - Wells Fargo Securities - Analyst

Where are you in the deployment process?



Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

So we now have a 25% of our video base has X1. We are on a run rate of about 40,000 X1 boxes a day. So we are aggressively trying to penetrate as deep into our base as we can in giving them X1 as well as using it for acquisition for new connects.

We continue to expand eligibility. We started as you would expect with our highest valued subs, our triple play subs and we've expanded the eligibility to obviously include double-play subs as well. Our goal is we want to get X1 into as many of our homes as possible.

I think we've learned a lot as we've deployed it. There's tactics that we are looking to implement that I think could help us accelerate even faster.

For example self-install kits, allowing somebody to request X1 in advance and even potentially getting a truck roll if they want to just do it themselves which some people do, making it easier for someone to do that. Or if you're one of our non-X1 subs we're testing things like being able to flash a message on your screen, asking if you want X1 and if you do you can use your remote to order it and then we just ship it to you. You take your old equipment and you put it in a box and you can drop it off at the local UPS and you now have X1.

So if you look at our roadmap cloud and X1 are our top two priorities on the video business. So we are very committed to getting this deployed and getting it deployed to the right customers as quickly as we can.

Marci Ryvicker - Wells Fargo Securities - Analyst

Do you have a number as to how big this could get given accelerated CapEx?

Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

Well, I think that you could probably extrapolate so much is based on the run rate of what I mentioned on the number of boxes. I can't speculate on exactly except we have every motivation based on the metrics we're seeing on how it's resonating in the market to want to get this into as many of our customers' homes as quickly as we can.

Marci Ryvicker - Wells Fargo Securities - Analyst

Right, right. So I'm going to end with a question. What's the future of X1 and video in general?

Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

I think about this a lot and obviously with X1 there's a lot more that we are going to bring to market on how we're going to transform the customer experience. There's little things like I mentioned the DVR, people love the DVR.

People who have DVR, it's a low churn product. People love it.

What people didn't realize was it could be better, it could actually be better. And we tried to make it better by moving it to the cloud.

We're now you can take your DVR recordings and you can download them and then take them with you on the go which is a lifesaver when you're traveling and on a plane. So we're continuing to look at ways that we can take what we think is already really great and make it better and enhance it and you will see us do more and more around that with X1.



I think, though, you've got to and obviously I run the video business for X1, but I think the real transformation is even bigger than video. I think that you have to look at X1 as a platform that will connect other things in the home and other devices in the home to really become I think a more relevant device.

So the example that I give is I'm very loyal to my phone. I don't even know the frequency of how often I check it but it's a lot, my wife tells me. It's the first thing I look at when I wake up because it's usually by my nightstand and it's the last thing I look at before I go to bed.

My computer is kind of the same. Like I never turn up my Internet, it's just I push a button, I'm on the Internet, I'm on Google and I'm surfing the web or doing whatever it is I want to do.

When you think about the TV we watch TV and we turn it off. And it's a really interesting observation and reason we turn it off is because it's no longer providing any value. It provides value to entertain us and then we turn it off.

I think that is the biggest opportunity which is to think of X1 not just as a platform for video but essentially is a device where you never need to turn off your TV. And if you believe that you have to almost start the other way and say what products and services do you need to deliver to customers that they would never want to turn off their TV. And to me that is the future of what X1 can deliver to our customers.

Marci Ryvicker - Wells Fargo Securities - Analyst

Okay. We're going to end it there. Thank you so much for joining us.

Matt Strauss - Comcast Corporation - EVP & General Manager, Video Services, Comcast Cable

Thank you so much. A pleasure. Thank you.

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