

Helpful Xfinity Communities Information From: *Your Xfinity Team*

Please contact our **Xfinity Care Center at 1.800.934.6489** (1.800.Xfinity) for all your service needs - *including:*

- Billing Questions
- Account Review
- Upgrading your Services and Equipment
- Burying Cable Requests or damaged pedestals
- Setting up Your Service for the First Time
- Updating your Account Information and Trouble shooting
- Current Bundled Packages Available that will fit your specific needs.

Please make sure your Account Information is **Current and Updated** -*including:*

- Primary Contact Phone Number
- Contact Email
- Additional Authorized Person(s)
- Mailing Address if not the same as your Service Address
- Your Correct Authentication Information for Security Purpose

Updating your Account information will ensure you are routed as quickly as possible to our Xfinity Customer Care Center.

With the XFINITY “My Account” App- **No Lines! No Waiting!**

You can Obtain Your Account Number, Update your Information, Review and Pay your Bill, Manage Appointments, View or Edit your User Id and Password and your WiFi Network Name or Password, Troubleshoot your Devices, View if there is Outages or Planned Maintenance in your Area.

To learn more visit xfinity.com/apps or review with one of our Xfinity Customer Care Agents at 1.800.934.6489 (1.800.Xfinity) or visit one of our Xfinity Store locations.

Seasonal Information/Placing Your Services on Seasonal Suspend on Services not included in your Bulk Agreement

- Seasonal Suspend is cost effective and convenient. Additional Equipment is not included with Seasonal Suspend. You have the option to return equipment or continue to pay the monthly charge. Please contact our Xfinity Customer Care Agent at 1.800-934-6489 (1.800.Xfinity) to request your Seasonal Suspend or you go online to comcastseasonal.com. You can put account on seasonal hold for 90-270 days once a year (verify the time span allowance with agent including the time frame when you can once again place your services on Seasonal Suspend.) Note: Premium Channels/Channel Packages/Upgraded Channel Tiers are not included in Seasonal Suspend Plan. You would either choose to disconnect before you leave and reconnect on your return or continue to pay a monthly charge.



DO NOT DISCONNECT BOXES FROM OUTLET OR POWER SOURCE WHEN YOU LEAVE – We recommend that you use a surge protector. Note: May take up to 48 hours to have service back up and running if there was an outage while gone, and/or if units were unplugged and a Tech Visit might be required which may generate a Service Fee. *Note: Yes, you can unplug your TV.*