



Helpful Xfinity/Comcast Information for Your Community

Please contact our Xfinity/Comcast Care Center for all your service needs including: billing questions, account review, updating your account services and trouble shooting.

Xfinity/Comcast Customer Care numbers: 800-266-2278 (800.Comcast) or 800-934-6489 (800.Xfinity).

If you do not have your account number and/or if your phone number was not recognized, please request that our Customer Care Agent you speak with places your phone number as a primary phone number on your account so that in the future our system will recognize, this will decrease wait time and be routed properly.

Note: Ask our Customer Care Agent what your user id is and they can assist with resetting your password if you do not know or would like to change. The Customer Care Agent can review additional resources for your service needs.



Xfinity My Account App: We should fit into your life, not the other way around. With the XFINITY My Account app you can pay your bill, manage appointments, view or edit your WiFi Network name or password, and troubleshoot your devices. No Lines. No Waiting. To learn more, visit xfinity.com/apps.



Seasonal Information/Placing Your Services on Seasonal Hold

DO NOT PUT ANY SERVICES OR EQUIPMENT INCLUDED IN YOUR COMCAST BULK AGREEMENT ON SEASONAL HOLD. SEASONAL HOLD ONLY APPLIES TO ADDITIONAL SERVICES AND EQUIPMENT. DO NOT DISCONNECT BOXES FROM OUTLET OR POWER SOURCE WHEN YOU LEAVE. Note: May take up to 48 hours to have service back up and running if there was an outage while gone, if units were unplugged or additional services and equipment were not on seasonal hold. You can only put additional services and equipment on hold.

You may also call 800-266-2278 or 800-934-6489 and speak with an agent and place your additional services on seasonal hold or go to comcastseasonal.com. Note: Seasonal hold is for a small monthly fee and service fee please verify the charges and fees with agent or online.

- 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 hold)

Note: if you do not place your additional services on seasonal hold please return additional equipment and request your additional services to be discontinued while you are away and get a receipt of additional equipment you have returned (verify with agent any fees that may apply).

Thank you

From Your Xfinity Community Account Representative and Xfinity Team