



## Enhancing the Xfinity network for faster, more reliable speeds

Work to enhance the network will start soon.

Electronic Services Requested



\* 00033 1 \*\*\*\*\*AUTO\*\*5-DIGIT 02368 00015962 P2  
James White

[Redacted]



Account Number:

[Redacted]

Service Address:

[Redacted]

Dear James,

Bringing customers like you the ultimate internet experience is our number one priority. That's why, in a few weeks from now, we'll be making improvements to the Xfinity network in your neighborhood. The goal of the work is to enhance our network to ultimately allow us to deliver multigigabit upload and download speeds. This is just one example of how our next-generation network is evolving to get smarter, faster, and more reliable.

### How this work will affect you

As our teams work to make these enhancements, you can expect service outages. This downtime will affect all of your Xfinity services, and if you are an Xfinity Voice customer, you will not be able to call 911 from your wired phone line. Please know our teams will work as efficiently as possible to limit the duration of these outages. We anticipate completing our work within the day.

We will send you another communication in a few weeks when we have more information about when we'll be in your neighborhood. That communication will include a date when we expect work to begin. *While we will make our best effort to stick to that date, sometimes factors beyond our control - like weather - may cause us to shift the schedule.* Continue reading to learn the best way to stay up to date.

### How to stay informed

Confirm your mobile number at [xfinity.com/network](http://xfinity.com/network) to receive important text updates, including reminders the day before the service interruption is scheduled to begin and when service is restored.

### Thank you for your patience

While these outages are only temporary, we know they can be frustrating. We appreciate your patience as we continue to evolve our network so you can work, stream, and play even better than ever before.

To learn more about how we're evolving our network, visit [xfinity.com/network](http://xfinity.com/network).

Thank you for being an Xfinity customer.

Sincerely,

Your Xfinity Team

**We'll keep you informed of service interruptions.**

See reverse for details.

## How your services will be affected while we work:



### All Internet-connected devices

Anything in your home that relies on our Internet network will be offline, and Xfinity WiFi hotspots may be unavailable.



### Phone and emergency services

Our home phone services will be unavailable, including landline support for emergency calling, Life Alert and medical monitoring.



### Security systems and professional monitoring

Depending on your equipment, professional monitoring may switch to cellular backup, but many app features and notifications may be unavailable. Xfinity Self Protection equipment will be offline.



### Xfinity TV and entertainment services

Entertainment provided through Xfinity TV Boxes and Internet-connected streaming devices will be unavailable. You'll still be able to watch on the Xfinity Stream app while connected to a mobile network or non-Xfinity WiFi.



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