

Comcast

Background for SB 310

Comcast Practices on Notices and Information Provided to Customers March 26, 2024

Notice to Interconnected VoIP Customers

E911 Service, 47 C.F.R. §9.11

As a threshold notice requirement, a provider of interconnected VoIP service must specifically notify new subscribers, in plain language, of the circumstances in which E911 service may not be available through the service including loss of commercial power. Each provider must keep a record of each subscriber's affirmative acknowledgement of having received and understood the advisory notice.

Comcast Offers Backup Batteries

How to buy a phone modem battery case for your Xfinity Voice service

<https://www.xfinity.com/support/articles/getting-a-new-battery>

From the link: “During a power outage, you will need a backup power source to make emergency calls using your Xfinity Voice service. In the event of power outage, Comcast's backup power solution will ensure your phone service remains available for up to 24 hours, provided that the network remains available.

Note: During a power outage, you must use a corded telephone or other device that does not rely on commercial power. Comcast does not offer backup power solutions for customer-owned equipment.

A Xfinity Voice Battery Backup case for certain Comcast-provided modems can be purchased from Comcast at any time and is currently priced at \$65, plus tax and shipping.

The Xfinity Voice Battery Backup case requires six eligible 6V lantern batteries that must be purchased separately from retailers. Properly installed, the batteries will provide 24 hours of backup power for Xfinity Voice service, provided that the network remains available.

The Xfinity Voice Battery Backup case comes with a one-year warranty and self-monitoring features (indicator light and audible alerts) to help you determine when to replace your batteries.

Batteries cannot be installed or replaced during a power failure. Comcast has tested specific battery brands to ensure battery life. Recommended brands are Rayovac and Energizer.”

Comcast Response Center

<https://www.xfinity.com/response>

Link includes instructions on how a subscriber can sign into his/her account or the Xfinity App for real-time service updates, and how to check for service outages.

Checking for Service Outages

<https://www.xfinity.com/support/articles/check-service-outage>

<https://www.xfinity.com/support/statusmap>

A subscriber can check to see if there is a service outage a few ways. First, a subscriber can log in and click on “Status Center” for the status of devices. A banner at the top will alert the subscriber to outages in the area. Anyone can enter a service vice address to search for potential outages in an area. Outages will only be shown for addresses that receive Xfinity service.

Xfinity App

Subscribers can check the status of their services and for outages using the Xfinity App on their mobile phones.

Proactive Outage Notifications

<https://www.xfinity.com/support/articles/proactive-outage-notifications>

“At times, your service may be interrupted because of an outage event. We’ve worked hard to improve this experience, including our new proactive outage notification system. Using our network tools to identify impacted customers, we’ll now send text messages with information about the outage.”

Xfinity Text Alerts

<https://www.xfinity.com/support/articles/comcast-alerts>

This link explains how to register a mobile phone for different types of text alerts including outages.

Register Your Phone to get Text Alerts and

<https://www.xfinity.com/support/articles/comcast-text-alerts>

This link describes how a subscriber can register their mobile phone number to receive text alerts.

Advance Notice of Planned Network Construction

<https://www.xfinity.com/network>

Notice emailed or mailed to subscribers that specifically notes under “Phone and emergency services” that “Our home and business phone services will be unavailable, including landline support for emergency calling, Life Alert and medical monitoring.” The notices asks subscribers to confirm their mobile number to receive important text updates, including reminders the day before the service interruption is scheduled to begin and when service is restored.”

Xfinity Storm Ready Wi-Fi

<https://www.xfinity.com/learn/internet-service/stormready>

Per FAQs in link: “Storm-Ready Wi-Fi from Xfinity includes a Storm-Ready device and Battery Backup [note: different from backup battery above] help keep a subscriber’s home online for up to 4 hours through network and power outages using 4G LTE cellular network.”

As long as the subscriber has a connection to the internet (either via the Storm Ready Wi-Fi or via their Mobile provider's cellular internet) the Outage Tool will work and is incorporated into Storm Ready Wi-Fi messaging in app. The subscriber will automatically get an SMS message which tells them there is an outage unless they have opted out from receiving SMS messages. A compatible Xfinity Gateway is required and Xfinity Internet with speeds of 800 Mbps or higher is currently required.

Customer Agreements

<https://www.xfinity.com/corporate/customers/policies/additionalterms>

Link with Additional Terms for Xfinity Internet and Voice Services specifically mentions loss of electrical power, backup batteries and cordless phones.

Note: The term “outage” on the Xfinity website refers to outages on the Comcast network.

California – Website positing of outage information only.

CalOES

<https://www.caloes.ca.gov/wp-content/uploads/PSC/Documents/6-Final-Reg-Text.pdf>

CalOES added a new section to its outage reporting rules:

Each provider of telecommunications service that provides access to 911 service shall maintain on its internet website a public outage map showing that provider's outages. The public outage map for each provider shall be available upon each notification to the office and shall include, at a minimum, the following information:

- (1) Map indicating the geographic area impacted by the outage.
- (2) Zip code(s) of the impacted area.
- (3) Type of outage: Wireline, Voice over Internet Protocol (VoIP) or Mobile Telephony. This map shall be posted by the provider of telecommunications service within 60 minutes of

the discovery of a new outage and updated at least once every 6 hours from the most recent notification until the service has been restored.

Public Safety Power Shutoffs and Planned Outages in California

<https://www.xfinity.com/response/managing-planned-power-outages>

Link shows Comcast's response to CalOES amendment.