Residential Customer Notice:

Title: Important Information about Your Comcast Account

Beginning June 4, 2017, we will be upgrading our billing system to ensure that we are providing you the most accurate and timely statements possible. With this system enhancement, you may receive your paper bill statement on a later date and your payment due date may change to ensure you have ample time to make your payment.

What you need to know

You will see a new account number on your bill. If you have Comcast automatic bill payment services, your payments will automatically route to your new account according to the due date. If you pay using online banking, please notify your bank of your new account number and due date.

Your payment due date may change. If you are issued a new due date, and you pay your monthly bill via our automatic bill payment service, then your payment will be withdrawn from your bank account on the new date. If you pay your bill electronically through your bank, you may want to inform the bank of your new payment due date. Your new due date will not be earlier than your current due date, and it will be at least 23 days after your statement date each month.

You may receive your bill statement on a new date. You may receive your paper bill statement on a new date, or your statement may be available for viewing online on a new date.

For more information, please visit www.xfinity.com/billchange from any secure, Internet-connected computer or mobile device. If you have specific questions about your account, please call 1-800-XFINITY (934-6489) to speak to a customer service representative. We appreciate your business and thank you for choosing Comcast.