

Here's how your service will be affected while we work:



Xfinity TV

Service interruption for several hours



Xfinity Internet

Service interruption for several hours

If you work from home or use the Internet throughout the day, download the Xfinity WiFi Hotspots app to find nearby hotspots and get connected during construction.



Xfinity Voice

Service interruption for several hours

- 911 calls won't be available from your home phone.
- Life Alert and medical monitoring will be affected.



Xfinity Home

Will run on cell backup

- Your home will still be monitored for police, medical and fire emergencies.
- There will be no impact to your Touchscreen, but many features and notifications may not be available on the mobile app and the Subscriber Portal.

Please keep this letter as a reference until our work is completed in your neighborhood.

Innovations are coming your way.
We're installing new fiber in your area soon.

<Sam A Sample>
<123 Main Street>
<XXXXXX>
<Anytown, US 12345-6789>



Get ready for more awesome.

Network improvements are coming to your area.

Dear [FIRSTNAME],

We've got some exciting news – within the next 6 months, we'll be installing new fiber in your neighborhood. That means better performance is coming your way. This also means there will be short interruptions to your service.

Ahead of installation, crews will be laying the groundwork for new fiber, which won't cause any service interruptions. However, on the day the Xfinity team is working in your area, your Xfinity service will be interrupted for several hours. We'll be sure to leave a note on your door at least 24 hours before we begin, so you'll know when to expect interruptions.

We'll also send you text alerts so you'll know when the interruption will begin and when your service is fully restored. Be sure to confirm your mobile number today at xfinity.com/construction-alerts.

As we're getting your neighborhood ready for innovation, we're also making sure to be respectful of your property. In the event construction disturbs or causes damage to your property, please call **410-989-7010**.

After we finish installation, be sure to restart your modem to ensure you're taking advantage of the new, faster network. If you're having service issues after the upgrade and restarting your router doesn't help, please call **1-800-xfinity**.

The future of awesome is coming your way. Thank you for your patience while we update our network in your area.

Sincerely,
Your Xfinity Team

We'll send you text alerts.

Confirm your mobile number, so you know when to expect interruptions at xfinity.com/construction-alerts.

