ACCOUNT CHANGE REQUEST FORM
Please Print or Type

Account Holder Name: ___________________ New Account Holder Name: ________________

Your Address__________________________ Service Address__________________________

City, State, Zip______________________ City, State, Zip__________________________

Best Contact #_______________________ Account Number__________________________

Step 1: Select the reason for the request:

☐ Account holder is deceased
☐ Military deployment
☐ Account holder moved out
☐ New account holder taking over my account
☐ Legal name change
☐ Name change – divorce/marriage
☐ Account holder is incarcerated
☐ Account holder is incapacitated

Step 2: Select what change you would like us to make:

☐ Disconnect this account
☐ Transfer this account to my name (includes equipment and / or access to email and voice mail)
☐ Transfer my account to a new account holder
☐ Disconnect this account and open new account in my name (transfer equipment only)
☐ Name Change: ___________________ (Please specify)
☐ Add Authorized User (i.e. military deployment, incarceration, power of attorney, incapacitation)

Step 3: Using the option that you selected in Step 1 please submit this form and determine the additional documentation you will need to submit with this request below:

<table>
<thead>
<tr>
<th>Reason For Request</th>
<th>Documentation Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Holder is Deceased</td>
<td>• Copy of the death certificate; or&lt;br&gt;• Notarized Affidavit for Deceased Customer</td>
</tr>
<tr>
<td>Military Deployment</td>
<td>• Letter signed by the account holder authorizing you to act on their behalf and make changes to their XFINITY account; or&lt;br&gt;• If the service member is unavailable due to deployment, a Power of Attorney authorizing you to make transactions on behalf of the service member.</td>
</tr>
<tr>
<td>Account Holder moved out - Disconnect</td>
<td>• Notarized Affidavit for Account Disconnect</td>
</tr>
<tr>
<td>Account Holder moved out – Transfer</td>
<td>• Notarized Consent to Transfer My Account Form. Comcast will contact the new customer and review service options.</td>
</tr>
<tr>
<td>Legal Name Change</td>
<td>• Copy of court order granting your name change</td>
</tr>
<tr>
<td>Name Change - Divorce</td>
<td>• Copy of divorce decree granting your name change; or&lt;br&gt;• Copy of driver’s license or other government issued identification with your new name</td>
</tr>
<tr>
<td>Name Change - Marriage</td>
<td>• Copy of driver’s license or other government issued identification with your new name</td>
</tr>
<tr>
<td>Incarceration</td>
<td>• Letter signed by the account holder authorizing you to act on their behalf and make changes to their XFINITY account; or&lt;br&gt;• Power of Attorney authorizing you to make transactions on behalf of the account holder</td>
</tr>
<tr>
<td>Incapacitated</td>
<td>• Court order naming you as the guardian or conservator for the account holder</td>
</tr>
</tbody>
</table>
COMCAST
AFFIDAVIT FOR ACCOUNT DISCONNECT

I _______________________________, being duly sworn according to law, certify that the Comcast account holder with service at _________________________________ (Address) _________________________________ (City), ________________ (State) _____________ (Zip Code) no longer lives at this address. I request that Comcast disconnect its service for this address.

The forwarding information for the Comcast Account Holder is below (if you don’t have this information, please leave the section blank):

Forwarding information:
Name: ________________________________
(Address) ________________________________
(City) ________________________________
(State) ________________________________
(Zip Code) ________________________________

I agree to RELEASE, INDEMNIFY, AND HOLD HARMLESS Comcast, its subsidiaries, affiliates, their respective parents, officers, employees, agents, successors and assigns from and against any claims, demands, actions, liens, rights, subrogated or contribution interests, debts, liabilities, judgments, costs, and attorney’s fees, arising from the disconnect of the Comcast account that I have requested.

The foregoing is the truth to the best of my knowledge, information and belief.

Dated at ________________________________, this ___ day of _____________, 20__.

____________________________________
Signature

____________________________________
Print Name

______________________________________
Address ________________________________ Telephone ________________________________

Sworn and subscribed before me, on ________________________________.

____________________________________
Notary Public

My commission expires on ________.
COMCAST
AFFIDAVIT FOR DECEASED CUSTOMER

I _______________________________, being duly sworn according to law, declare that I am the [spouse] [next of kin] [executor or administrator of the estate] (Circle one) of ________________________________ (“Decedent”) who died on or about the ________ day of __________________, 20__.  

Fill In One Option Below

[I request that Comcast disconnect Comcast account # ______________________ for service at __________________________ (Address) __________________________ (City), __________________________ (State) __________________________ (Zip Code). The final bill should be sent to __________________________ (Address) __________________________ (City), __________________________ (State) __________________________ (Zip Code).]

OR

[I request that Comcast transfer Comcast account # ______________________ for service at __________________________ (Address) __________________________ (City), __________________________ (State) __________________________ (Zip Code) to my name. If applicable, I certify that I am authorized to view or hear any messages left in the Decedent’s Xfinity Digital Voice voicemail box, receive call detail records or view emails left in the Decedent’s Xfinity Internet email account.]

I understand and acknowledge that in order for 911 calls to be properly directed to emergency services, Comcast must have my correct service address. If I move my Xfinity Voice equipment to a different address without Comcast’s approval, 911 calls may be directed to the incorrect emergency authority with the incorrect address, and my phone service, including 911, may fail. If there is an electrical power outage in my home, calling, including calls to 911, may be unavailable. Calls to 911 may not be completed if there is a technical or other problem with Comcast’s network or other network facilities or databases used to complete 911 calls.

I agree to RELEASE, INDEMNIFY, AND HOLD HARMLESS Comcast, its subsidiaries, affiliates, their respective parents, officers, employees, agents, successors and assigns from and against any claims, demands, actions, liens, rights, subrogated or contribution interests, debts, liabilities, judgments, costs, and attorney’s fees, arising out of the change of account status.

The foregoing is the truth to the best of my knowledge, information and belief.

Dated at __________________________. __________________________ this ____ day of ______________, 20__.  

______________________________

Signature

______________________________

Print Name

______________________________

Address  Telephone

Sworn and subscribed before me, on __________________________.

______________________________

Notary Public

My commission expires on __________.
I ______________________________, being duly sworn according to law, give my consent to transfer my Comcast account #_____________________________ for service at __________________________(Address) _________________________ (City) _________________(State) ________________(Zip Code) to ___________________________ (Name for the person you want to transfer to). He/She can be reached at _________________________(Phone Number). I acknowledge and understand that this consent includes my consent for Comcast to transfer the XFINITY equipment and my XFINITY Voice number.

I acknowledge and understand that unless and until the transfer is completed that I remain liable for the XFINITY equipment and any charges associated with the XFINITY services on my account. Further, I acknowledge that I am responsible for returning any Comcast equipment that is not transferred to the new Comcast account holder. My forwarding address will be ____________________________(Address) _________________________ (City) ____________________________(State) __________________(Zip).

I understand and acknowledge that in order for 911 calls to be properly directed to emergency services, Comcast must have my correct service address. If I move my Xfinity Voice equipment to a different address without Comcast’s approval, 911 calls may be directed to the incorrect emergency authority with the incorrect address, and my phone service, including 911, may fail. If there is an electrical power outage in my home, calling, including calls to 911, may be unavailable. Calls to 911 may not be completed if there is a technical or other problem with Comcast’s network or other network facilities or databases used to complete 911 calls.

I agree to RELEASE, INDEMNIFY, AND HOLD HARMLESS Comcast, its subsidiaries, affiliates, their respective parents, officers, employees, agents, successors and assigns from and against any claims, demands, actions, liens, rights, subrogated or contribution interests, debts, liabilities, judgments, costs, and attorney’s fees, arising out of the this change of account status.

The foregoing is the truth to the best of my knowledge, information and belief.

Dated at ____________________________, __________________________ this ___ day of ____________, 20____.

(City) (State)

Signature

______________________________

Print Name

______________________________ Telephone

Address

Sworn and subscribed before me, on ____________________________.

Notary Public

My commission expires on ________.