Hi there.
We’ve got some great stuff to show you.

Take a look inside!
Control the world with your hand. (Ok, maybe just your TV.)

**Search:** Quickly find your favorite programs on TV or On Demand.

**XFINITY:** View the Quick Menu so you can access your channel lineup, DVR recordings, XFINITY On Demand, parental controls and more.

**Tip:** Press the XFINITY button twice to get to the Main Menu view.

**Record:** Schedule a show or series to record.

**Guide:** Shortcut to TV listings.

**Page Up/Page Down:** Move up or down in menus, or skip ahead or back in 5-minute increments while watching a show.

**Last:** Return to the previous channel or Guide screen.

**Exit:** Leave the Guide screen to get back to a show.

**Info:** Learn more about a program.

**Favorites:** Set up and view favorite channels.

⚠️ **(Help):** Get answers to FAQs about your XFINITY service.

Did you know that you can create a Video Purchase PIN to restrict unauthorized orders of On Demand and Pay-Per-View events through your TV box (digital converter)? Learn more at xfinity.com/Welcome.

Restrictions apply. Services and features vary based on service level. Your remote may vary from the one pictured above. Some features may not be available in all areas. For a complete list of XFINITY remote features, go to xfinity.com/Remotes.
Voila! Finding what you want is fast and easy.

Learn how to navigate your menu, browse XFINITY On Demand and more. Just press the XFINITY button to access the Quick Menu shown below.

**Watchlist**
Your list of favorite XFINITY On Demand programs. Go to xfinity.com/Stream to set up

**Main Menu**
Access TV listings, your DVR, On Demand and more

**On Demand**
Access a library of TV shows, movies, kids programming and more

**Guide**
View channel lineup and listings

**Search**
Search across live TV and On Demand at the same time

**Favorites**
View or set up your favorite channels or programs

**HD**
Filter to view TV shows, movies and sports in HD

**DVR**
Access your DVR recordings and settings

Please note the following TV reception information:

1. If there's a severe storm, unplug your TV and TV box to avoid potential damage.
2. Make sure the electrical cord to your TV box or TV set isn't worn or damaged.
3. Don't tamper with your TV box.
4. If someone other than Comcast installs your wiring, make sure it meets government standards and doesn't interfere with your cable and communication systems.
Connect to your Internet in a flash.

Connect your devices to your network

1. Find your WiFi name (SSID) and WiFi password (network key) at xfinity.com/MyAccount.
2. Enable WiFi on the wireless device you’d like to connect.
3. From your mobile device, select your WiFi name from the list and use your WiFi password to sign in.

Connect to XFINITY WiFi hotspots on the go

Sign in once, and XFINITY will automatically remember your device at any of the millions of XFINITY WiFi hotspots nationwide.

1. Enable WiFi on your device.
2. Select xfinitywifi in your list of available networks.
3. Sign in with your XFINITY username and password.

Help to stay safer online

With Norton™ Security Suite, included with your XFINITY Internet service, you can enjoy protection for the computers in your home and stay one step ahead of online threats.

XFINITY WiFi hotspots are included with XFINITY Internet 25 Mbps download tier of service and above. Available in select areas.
Tune into these important Voice features.

With XFINITY Voice Unlimited, enjoy more ways to stay connected to take advantage of unlimited nationwide talk and text, Readable Voicemail, Universal Caller ID and more.

Set up your voicemail

Dial *99 from your home phone and follow the tutorial to set up your voicemail and create a voicemail PIN. To change your voicemail PIN, visit xfinity.com/MyAccount. To access your voicemail, you can dial *99 from your home phone, connect online at xfinity.com or use the XFINITY Connect app.

Take your service to go with the XFINITY Connect app:

- Unlimited nationwide texting from any WiFi-enabled device
- Make calls via WiFi so you can call home at no additional charge
- Get four additional telephone numbers so each family member has a unique number for calling and texting

Standard data charges apply to app download and usage. Check with your carrier.

Security PIN

If you need to find or change your XFINITY Voice security PIN, visit xfinity.com/MyAccount while connected to your XFINITY in-home WiFi network to authenticate. If you do not have XFINITY Internet service or cannot recall your PIN, you can visit xfinity.com/MyAccount for help retrieving your PIN.
Get to know essential service details.

Non-published service and directory listings
You may choose a non-published listing for an additional monthly charge.
- Comcast will not make non-published listings available on our online directory, ecolisting.com, to third-party publishers or directory assistance (411)
- Published listings will be made available at ecolisting.com, through Comcast’s directory assistance operator and may also appear in other online or printed directories and directory assistance databases
- For additional service information, pricing and limitations, go to xfinity.com/SubscriberAgreement

Backup battery
XFINITY Voice service will not operate during a power failure without a backup power source. A backup battery for Comcast-provided modems can be purchased from Comcast at any time. Batteries are specific to the Voice modem model; pricing currently ranges from $35 to $70, plus tax. Your purchase includes a one-year warranty, eight hours of standby time and monitoring to determine when you need to purchase a new battery. If you select this option, battery performance will be diminished if not kept in dry conditions within a temperature range of -4°F to 140°F (-20°C to 60°C).
If you purchase a backup battery after your service is installed, separate shipping and handling charges may apply. If you do not have a backup battery and would like to purchase one, call 1-888-972-1261. For more details, visit xfinity.com/VoiceBattery.

711/911 services
Dial 711 for Telecommunications Relay Service for the hearing impaired. Dial 911 for emergencies.
If there is a power outage or network issue, calling, including calls to 911, may be unavailable.
Questions about your service? We’ve got answers.

No calls. No waiting. No problem with My Account!

My Account lets you do way more than just pay bills quickly. Log in to troubleshoot issues, manage appointments, set your preferences and more on your computer or mobile device. Access My Account by visiting xfinity.com/MyAccount.

Need help with your XFINITY experience? We’re here!

Online: xfinity.com/Support
Twitter: @ComcastCares
Phone: 1-800-XFINITY

Dive even deeper into all of XFINITY’s awesome features
Learn how to get the most from your services and mobile apps.

xfinity.com/Welcome
Bill pay — your way!

We should fit into your life — not the other way around. So we’ve created a few bill pay options to make your life a little easier.

Ways you can pay your bill:

- Online and on your mobile device at xfinity.com/MyAccount
- Visit any XFINITY retail location or service center
- Or just send a check or money order through the U.S. Postal Service

Autopay makes things easy.

Never worry about missing a bill payment. With Autopay, you can set automatic monthly payments for your bill. Visit xfinity.com/MyAccount to get started.

Eco Bill® Get paperless bills with EcoBill.

- Reduce paper waste, use fewer envelopes, stamps and checks, too!
- Receive an email notification when your bill is available to view
- Switch back to paper anytime

To get started with EcoBill:

1. Visit xfinity.com/MyAccount and log in.
2. Select Billing from the top menu.
3. Slide the EcoBill button to On (located at the bottom of your Billing Summary).
4. Accept the terms and be sure to provide your email address to get bill reminders.

Payment Options

xfinity.com/Welcome
The best experience. That’s our commitment to you.

From our products to our people, we’re committed to delivering the best experience possible, so you can do more and enjoy more of what you love.

We promise to:

• **Respect your time:** We offer 2-hour appointment windows, 7 days a week, day or night

• **Simplify your experience:** We’re always there for you with simple self-service tools and 24/7 support

• **Make things right:** We’ll give you an automatic $20 credit* if we’re ever late

* $25 credit provided in Comcast systems in Illinois.

Customer Commitment
xfinity.com/Experience
Unlock features and fun — all with your XFINITY username.

Make the most of your XFINITY experience by using your username and password to unlock the XFINITY features included with your service. You’ll have access to live TV streaming, Autopay, troubleshooting and more.

With your XFINITY username you can:

- Stream TV online (visit xfinity.com/Stream)
- Make life a little easier when you use My Account to view your account balance, pay your bill, set up parental controls and more
- Update, change and find your XFINITY WiFi information
- Log into and use XFINITY apps

XFINITY Stream app
Stream TV shows and movies wherever you are.

XFINITY My Account app
No lines. No waiting. Manage your services anytime.

XFINITY Connect app
Use your home phone number to stay connected on the go.

XFINITY WiFi app
Locate nearby hotspots.

To create your username, visit xfinity.com/GetStarted.
Can’t remember your username? Go to xfinity.com/Username.

Jot down your XFINITY account information here

XFINITY username ____________________________

Password ____________________________
Empowering communities, inspiring change.

Though our reach is global, we remain a local company at heart.

Our team continually strives to empower and strengthen the communities we serve. Our employees have helped raise over $75 million for United Way and spent over 25,000 hours mentoring children. By investing in expanding access to technology, mobilizing our employees to volunteer and supporting local youth — we believe we can help create a better future for those around us.

Community Service: Change happens from the ground up. That’s why we’ve created Comcast Cares Day to encourage our employees to give back to the communities they serve. Our partnerships with United Way and TODAY Toy Drive help those in need all year long.

Youth Leadership & Education: We support our youth with mentoring, service and scholarship programs. We work with City Year and Big Brothers Big Sisters of America and created our own scholarship program to support tomorrow’s leaders.