

xfinity[®]

the future of awesome™

WELCOME TO XFINITY[®]


COMCAST

THANK YOU FOR CHOOSING XFINITY®.

You'll enjoy superfast Internet access and tons of valuable extras, such as Constant Guard™ (a \$360 value), included with your subscription to help keep you safe online. And that's just the beginning! Enjoy more ways to connect and more ways to save. Not only do you get reliable phone service with the best call clarity, now you also get unlimited nationwide talk and text. Plus, enjoy the convenience of Readable Voicemail sent right to your email. For a complete online resource visit xfinity.com/welcome.

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HELP & SUPPORT

- Get details on **XFINITY Internet** and **XFINITY Voice**.
- Search for **Carefree Minutes®**.
- Get info on **Constant Guard™** (online security and protection features).
- Manage your **voicemail** and **email**.
- Sign up for **Ecobill®**.

NEED HELP?
comcast.com/help

CHAT WITH US
comcast.com/chat

CALL US
1-800-XFINITY

Services and features vary based upon service level.

The Comcast Customer Guarantee.™

1. We will give you a 30-day, money-back guarantee on our video, voice or high-speed services.

If you're not satisfied with these services and wish to cancel for any reason, you can do so in the first 30 days and get your money back. Simply return all equipment in good working order and we'll refund the monthly recurring fee for your first 30 days of service and any charges you paid for standard installation.

2. We will always be on time within your 2 hour appointment window or we'll credit you \$20 or give you a free premium channel for three months.

As a courtesy, we will call you before we arrive at your home. And if we fail to arrive for a scheduled visit during the appointment window, we will credit you \$20 or give you a free premium channel for three months.*

3. We will resolve routine issues in one visit or we'll credit you \$20 or give you a free premium channel for three months.

After the first visit to your home, if we do not satisfactorily complete installation or can't resolve a routine issue, we will credit you \$20 or give you a free premium channel for three months. Additionally, we won't charge you for a service visit that results from a Comcast equipment or network problem.*

4. We will treat you and your home with courtesy and respect.

Our technicians will display their Comcast identification clearly when they arrive at your home. They will be trained and equipped to complete the job on the first visit. Our Customer Account Executives (CAEs) will be courteous and knowledgeable when you contact us.

5. We're here for you, 24 hours a day, 7 days a week to answer questions at your convenience.

You can contact us regarding any service-related issue by calling 1-800-XFINITY or in any of the following ways: online via Ask Comcast; Live Chat online with a Comcast technician; Online Community Forum; send us an email and receive a response within 24 hours.

6. We will offer easy-to-understand packages and provide you with a clear bill.

Our packages are designed to be straightforward. A call or visit to our website makes it easy to find a package that's right for you. We aim for the same clarity with our bills. You can view your monthly statement and service details anytime by visiting xfinity.com.

7. We will continually offer the best and most video choices.

We're working hard to bring more choices to our customers instantaneously by using the full power of our advanced network and decades of television experience. We will use XFINITY On Demand™ to bring you dramatically more content choices, including more movies, more sports, more kids programs, more network TV shows and more HD than anyone else.

*\$25 credit provided in Comcast systems in Illinois.



XFINITY® INTERNET

xfinity.com

Access everything in one convenient place: it's as easy as 1-2-3.

1. VISIT XFINITY.COM AND SIGN IN WITH YOUR COMCAST ID

- Your Comcast ID is the fastest way to sign in.
- Forgot or don't know your username? For a reminder, go to mycomcastid.com.

2. CLICK ON THE CONNECT TAB TO SETUP YOUR EMAIL

- Click on the EMAIL tab to import email accounts and address books from other providers in one convenient place.
- Create up to 7 email accounts.

3. DOWNLOAD CONSTANT GUARD™ PROTECTION SUITE, INCLUDED WITH XFINITY® INTERNET

- Includes top-rated Norton™ Security Suite and IDENTITY GUARD®.*
- Helps protect sensitive information as you type it online.
- Complete Security Suite with anti-virus, firewall and computer performance tools.
- Network Bot Detection and Notification.
- Identity Theft protection: Victim Assistance and Lost Wallet Protection.
- For more information, go to xfinity.com/constantguard.

*Norton™ is a registered mark of Symantec Corporation. IDENTITY GUARD® is a registered mark of Intersections Inc. Constant Guard® not available with Macintosh systems. For details about Constant Guard® for Macintosh, visit xfinity.com/CGMAC.

XFINITY® Connect gives you one simple online hub for convenient access to your email, voicemail, contacts and calendar from anywhere.



▶ For a complete XFINITY® Internet resource, visit xfinity.com/welcome.

XFINITY® VOICE

More Ways to Connect

With XFINITY® Voice, you now have more ways than ever to stay connected to your friends and family, whether at home or on the go.

SETUP YOUR VOICEMAIL

XFINITY Voicemail can be setup in three easy steps.

1. Dial *99 from your home phone.
2. Follow the tutorial to set it up and create a password.
3. To change your Voicemail PIN, visit customer.comcast.com/help-and-support/phone/change-voicemail-password.

FREE TEXTING & VOICE 2GO*

- Unlimited nationwide talk and text at home and on the go.
- Save on your wireless calling and texting plans.
- Add up to 4 personal phone numbers.
- Make free WiFi calls from your mobile device — even iPads® or iPod touches® — with the XFINITY™ Connect app. Go to comcast.com/voice2go to learn more.

ADVANCED CALL FORWARDING*

Never miss a call — send calls made to your home number right to your mobile device. Visit customer.comcast.com/help-and-support/phone/advanced-call-forwarding-voice-2go to get started.

ACCOUNT SECURITY

To make sure your account is secure, you'll receive a letter with a randomly generated security PIN, along with important information about how Comcast is protecting your privacy. Please read and save the letter, as you may need this PIN to access your Comcast account information. Visit comcast.com/help to change your PIN.

For a complete online resource for XFINITY® Voice, visit xfinity.com/welcome.



THREE WAYS TO ACCESS VOICEMAIL ANYWHERE

You can access your messages whether you're home or out.

1. Traditional Calling Method

- If you're at home, dial *99.
- If you're out, dial your number from any phone, press # when your greeting begins, then enter your password.

2. Voicemail Online

- Just visit **xfinity.com** and click on VOICEMAIL.
- If you have XFINITY® Internet, log on with your username (Comcast ID) and password.
- If you don't have XFINITY Internet, log in with your 10-digit phone number and voicemail password.
- Listen to voicemails in any order, send a voicemail in an email and more.

3. Readable Voicemail**

- Converts your XFINITY Voicemail messages to text and emails them to you for anytime access on the go.
- Go to **xfinity.com/readablevoicemail** to get started.

FOR INTERNATIONAL CALLS***

- Dial 011 + the country code + the number.
- You can block calls and restrict toll and international calls from your phone. Visit **xfinity.com/welcome** for details.

ECOLISTING®

- Perform Directory Listing searches quickly and easily, using our new online directory listing website.
- Go to **ecolisting.com** to start searching.****

OPERATOR ASSISTANCE

Need an operator to help you place a call? We're always here.

- Just dial 0 or 00.
- When you reach the automated system, dial 0 again to reach a live operator.**

Requires subscription to XFINITY Voice Unlimited or Unlimited Select Plan. **Requires XFINITY Internet subscription. *Subject to additional charges. ****Ecolisting® may not be available in all areas.*

911/611/411/711 SERVICES

- Dial 911 for emergencies.
- Dial 611 from your home phone for XFINITY® Voice tech support.
- Dial 411 for directory listings, movie theater showings, driving directions and more.*****
- Dial 711 for Telecommunications Relay Service for the hearing impaired.

BACKUP BATTERY

A battery backup and battery monitoring are not provided free of charge to new XFINITY Voice customers. Backup batteries (which include monitoring) are available for purchase. Please call **1-888-972-1261** for pricing and details. XFINITY Voice uses the electrical power in your home. If you do not have a battery backup, you will not be able to use this service, including the ability to make emergency 911 calls, during an electrical power outage. Backup batteries are not available for purchase from Comcast by Unlimited Select customers. An XFINITY Voice Backup Battery can be purchased at an additional cost, for you to install in your Voice device. This battery will provide additional hours of service during a power outage.

- Provides up to 8 hours of battery life in the event of an electrical outage.
- Maintains your ability to make and receive phone calls, including emergency 911 calls, during a power outage.
- Prevents interruptions with security systems and other devices that work with your phone service.
- Includes notifications for when your battery needs to be replaced.

For pricing and additional details on purchasing a battery backup, call **1-888-972-1261**.

UNLIMITED SELECT CUSTOMERS

- Calls to 911 will not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure on our network or another technical problem. 911 calls may be interrupted during a power outage to your home where power to Comcast's network remains available, if a battery backup in the associated voice/data modem is not installed or is exhausted.
- For information about Alarm Systems, Medical Monitoring Devices, Personal Emergency Alert Devices and Home Detention Devices, go to customer.comcast.com/help-and-support/phone/xfinity-voice-unlimited-select.

*****Charged on a per-call basis.

Home Phone Features

Caller ID, Call Forwarding, Call Waiting. The list goes on and on. Visit xfinity.com/welcome to learn more.

HERE'S A QUICK GUIDE TO ACCESSING SOME FAVORITE FEATURES:

FEATURE	TO ACTIVATE	TO DEACTIVATE
CALL FORWARDING	*72	*73
CALL WAITING	Automatically activated	*70
CALLER ID BLOCKING	*67	Automatically deactivated after call
CALL SCREENING	*60	*80
CALL RETURN	*69	*89
REPEAT DIALING	*66	*86
SPEED DIALING	*74	n/a
CALL TRACE	*57	n/a
CALL REJECTION	*77	*87

CALLER ID

Allows you to see the number and, if available, the name of the incoming caller on your phone.

CALL FORWARDING

Forward your incoming calls to another local or domestic long-distance number.

CALL WAITING

Receive another incoming call without having to disconnect the first.

CALLER ID BLOCKING

Ensure that your name and number are marked as "private" or "anonymous".

CALL SCREENING

Create a list of up to 12 numbers that will receive an announcement that you are not currently accepting calls.

CALL RETURN

Missed a call? Automatically dial the last incoming call.

REPEAT DIALING

Will redial a busy number until it is available.

SPEED DIALING

Dial your frequently called numbers with a few buttons.

3-WAY CALLING

Talk to two people in different locations on one call.

SETUP GUIDES

Connect & Power Up

1. Connect a coax cable from your cable wall outlet to the **Cable In/RF In** connection on your modem. You only need one coax cable for this setup, so select the one which best suits your needs.

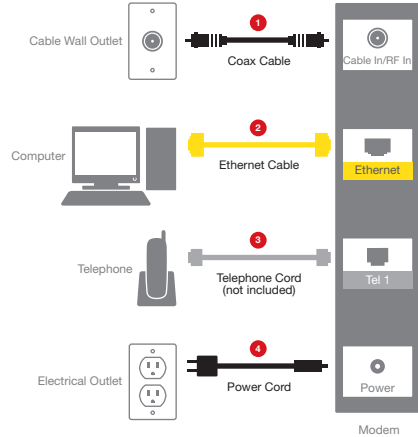
2. Plug the Ethernet cable into the **Ethernet** connection on your computer, then into the **Ethernet** connection on your modem.

If your connection is different, refer to the next page for alternate connection information.

3. Plug the telephone cord from your telephone into the **Tel 1** connection on your modem.

4. Plug the power cord into your modem, then into an electrical outlet. If your modem has a **Power** button, turn it on.

5. Before proceeding, wait for the online connection light on the front of your modem to stop flashing and remain solid. This light may be labeled *Online*, *Sync*, *Cable* or *Ready*. This process may take up to 10 minutes.



Activate

Before activating your service, ensure all of your kits are set up.

1. Locate your Activation Information card in your XFINITY folder.
2. Go online and you will automatically be connected to the XFINITY Activation Web page.
3. Follow the instructions on the displayed screens.

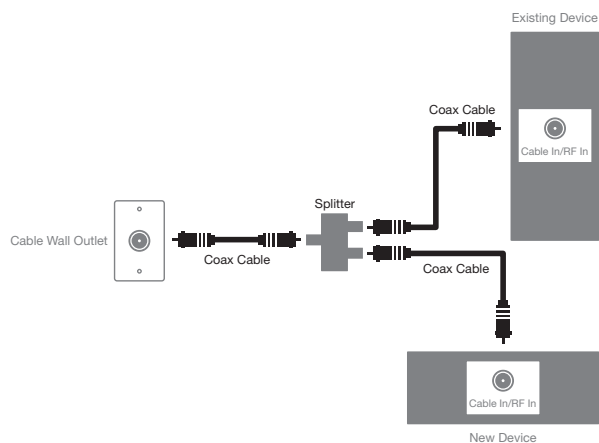
If you would like to activate your new XFINITY services using your phone, please call **1-855-OK-BEGIN**.

A cordless phone system will be required to use your XFINITY® Voice service on more than one phone throughout your home. Connection of XFINITY Voice service to your home's existing phone jacks requires the assistance of a Comcast technician.

For more information, visit comcast.com/selfinstall.



ALTERNATE CONNECTION USING A SPLITTER



Troubleshooting

FORGOT OR DON'T KNOW YOUR COMCAST ID?

- For a reminder, go to mycomcastid.com.

UNABLE TO GET ONLINE?

- Check all your power and cable connections.
- Turn the modem off and on.

NO DIAL TONE?

- Make sure all phones are on the hook and that cordless phone batteries are charged.
- Try to plug a working corded phone into different jacks to find out if the problem is isolated to one phone or one jack.

NOT RECEIVING CALLS?

- Check the ringer on your phone to make sure it is turned on.
- If the phone rings a half ring on incoming calls, Call Forwarding may be activated.

➤ For even more troubleshooting tips, visit comcast.com/selfinstall.

MANAGE YOUR ACCOUNT

Manage Your Account

Setup a user profile and manage your account with us. It's simple!

YOUR ACCOUNT

You can visit comcast.com/myaccount to setup your account, create a user profile and manage your settings.

- Easily view and pay your bill online.
- Sign up for Auto Pay so you never miss a payment.
- Register for Ecobill® to save time.

QUESTIONS ABOUT YOUR BILL?

- You can visit us at comcast.com/help.
- Step-by-step instructions on your service are available at xfinity.com/welcome.

LEARN ABOUT OFFERS

Keep up-to-date on the latest news about your service as well as XFINITY offers and promotions. Just go to comcast.com/preferences, enter your email address and let us know what you want to hear about.

IMPORTANT INFORMATION

XFINITY® Internet

Primary username _____ @comcast.net

Password _____

Additional username _____ @comcast.net

Password _____

XFINITY® Voice

Voicemail Password _____ Security PIN _____