

As your local contact, please feel free to reach out to me with any questions, concerns or needs. First, I am pleased to announce that for the next few weeks, Xfinity has made a selection of Premium content available free for your residents who are Comcast customers.

**Free Premium Video to watch while you're staying home:**

Xfinity customers can now access a selection of free programming spanning kids' educational content to fitness to TV & movies via Xfinity on Demand by saying "Free" into the Xfinity Voice Remote or by accessing the portal on their X1, Flex, or Stream service. <https://corporate.comcast.com/press/releases/comcast-xfinity-customers-rolling-free-previews-education-entertainment-fitness>

**Highlights of Popular Networks and Streaming services include:**

- EPIX: 3/20-4/19, featuring movies like *Rocketman*, and shows like *War of the Worlds*, and *Godfather of Harlem* (Available on X1, Stream, FLEX)
- History Vault: 3/20-4/19, featuring shows like *America*, *The Story of Us*, and *The Men Who Built America* (Available on X1, Stream, FLEX)
- Lifetime Movie Club: 3/26-4/25, featuring movies like *Taken from Me: The Tiffany Rubin Story*, and *The Secret Lives of Cheerleaders* (Available on X1, Stream, FLEX)
- Hallmark Movies Now: 3/26-4/25, featuring movies like *A Summer Romance* and *A Taste of Summer* (Available on X1/FLEX)
- SHOWTIME®: 3/20-4/18, featuring original series like *Homeland*, *Black Monday* and *Billions* (Available on X1 and Stream)

**Xfinity Wi-Fi Free for Everyone:**

Xfinity Wi-Fi hotspots located in businesses and outdoor locations across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity Wi-Fi hotspots, visit [www.xfinity.com/wifi](http://www.xfinity.com/wifi).

**Pausing Our Data Plan Caps:**

With so many people working and educating from home, we want our customers to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.

**Xfinity Stores** that are open are currently operating under an Essential Services guideline that is comprised of two main functions, **bill pay and equipment management**.

Here are some best practices to alleviate traffic to Xfinity Store locations that remain open: on the current essential services that retail is following:

- **Bill Pay** – Stores continue to accept all forms of bill payment, where possible, encourage customers to utilized some of these other options:
  - Log into [xfinity.com/myaccount](http://xfinity.com/myaccount)
  - If their local store is temporarily closed, here are some other options for customers looking to pay with cash:
    - Pay cash at Western Union or CheckFree Pay locations
    - Pay cash at Walmart, Rite-Aid, or Walgreens

**Please note**, customers should search these payment options by their zip code for locations that are open near them and additional fees may apply.

- **Equipment Returns** – Point customers to the [Digital Return Center](http://xfinity.com/returns) ([xfinity.com/returns](http://xfinity.com/returns)) where they can select the devices they would like to return. Customers can return their devices at any open UPS location or schedule a UPS at-home pickup.
- **New Equipment** – Recommend a home drop off for customers requesting new equipment. Do not send them to an Xfinity Store or recommend shipping an SIK. [Click here](#) for more details.
- **Drop off and Go-Our technicians currently have very limited in-home visits**, in case you have not heard the great news is we have recently implemented a "Home Drop Off" program, this allows our technicians to leave the equipment on the customer's doorstep for them to self-install. Visit [Xfinity.com/Prepare](http://Xfinity.com/Prepare) for more details.

Warmest regards,

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