

	"NEW SERVICE" APPOINTMENTS All states offer a self-installation option. In some states we've made changes to policies and procedures based on local conditions and guidelines. Installation options in those areas are available as indicated below.			EXISTING CUSTOMER "REPAIR" APPOINTMENTS In some states we've made changes to policies and procedures based on local conditions and guidelines. Where marked below, if your services are not working, we'll ensure you get reconnected by sending a technician to work only on the <u>main outlet</u> through which you receive Xfinity services.
	PROFESSIONAL TECHNICIAN INSTALLATION OFFERED (including new Xfinity Home service)	SELF-INSTALL PLUS OFFERED	LIMITED CONTACT INSTALLATION OFFERED	
Alabama	X			
Arizona	X	X		
Arkansas	X			
California	X	X		
Colorado	X	X		
Connecticut	X	X		
Delaware	X	X		
Florida	X			
Georgia	X			
Idaho	X	X		
Illinois	X			
Indiana	X			
Kansas	X	X		
Kentucky	X			
Louisiana	X			
Maine	X	X		
Massachusetts	X	X		
Maryland	X	X		
Michigan	X			
Minnesota	X	X		
Mississippi	X			

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	PROFESSIONAL TECHNICIAN INSTALLATION OFFERED (including new Xfinity Home service)	SELF-INSTALL PLUS OFFERED	LIMITED CONTACT INSTALLATION OFFERED	
Missouri	X	X		
Montana	X	X		
New Hampshire	X	X		
New Jersey	X	X		
New Mexico	X	X		
New York	X	X		
North Carolina	X	X		
Ohio	X	X		
Oregon	X	X		
Pennsylvania	X	X		
South Carolina	X			
Tennessee	X			
Texas	X	X		
Utah	X	X		
Virginia	X	X <i>*only in certain zip codes</i>		
Vermont	X	X		
Washington	X	X		
Washington DC	X	X		
West Virginia	X	X		

	"NEW SERVICE" APPOINTMENTS			EXISTING CUSTOMER "REPAIR" APPOINTMENTS
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	PROFESSIONAL TECHNICIAN INSTALLATION OFFERED (including new Xfinity Home service)	SELF-INSTALL PLUS OFFERED	LIMITED CONTACT INSTALLATION OFFERED	
Wisconsin	X	X		