xfinity on campus

To our valued university and college partners,

We are reaching out to share the steps Comcast and Xfinity Communities are taking to support you and your students amid growing concerns about Coronavirus. There's nothing more important to us than the safety and wellbeing of our communities and teammates. But beyond that, we also know how important reliable service is to you and your students, now more than ever.

We continue to monitor guidance from the Centers for Disease Control (CDC) and other public health officials along with local market conditions. In the meantime, we have taken the following steps:

- **Maintaining Network Reliability:** We engineer our network for capacity to handle spikes and shifts in usage patterns, and we continuously test, monitor and enhance our systems and network to ensure they are ready to support customer usage as needed. Our engineers and technicians will continue to staff our network operations centers 24/7 to ensure network performance and reliability.

- **Support & Service:** Our supervisors are reinforcing public health guidelines with every employee including technicians and customer account representatives (CARs). Please know that if our staff are feeling unwell, they are not to report to work. If at any time you want or need to reschedule a technician visit, we will be happy to do so. Additionally, we have several online articles to assist students with connecting to their online accounts while off-campus or for those who may remain on campus. Our staff is available to chat with students through this site as well.

- **Off-campus Viewing:** Students can log into Xfinity On Campus while at home or via their mobile device to continue watching their favorite shows. We recommend having students download the Xfinity Stream app onto their mobile device.

Our teammates live and work in same area – we are your neighbors. As your partner, Xfinity Communities remains committed to providing your students with the best quality entertainment experience while ensuring their health and safety.

Sincerely,

The Xfinity on Campus Team

COMCAST