

Xfinity Assistance Plan Customer Communications (Letter) – Sample
For Internet and Voice Customers – may include Video and/or XH (Details may vary by state)

Here's how we're helping you stay connected

We know how important it is to stay connected, especially during an unprecedented time like this. Although your bill payments are overdue, we have pledged to keep you connected during this difficult time.

We've developed the Xfinity Assistance Plan. The Plan enables you to continue to receive Xfinity Internet and Xfinity Voice services for a lower price. The Plan also ensures that you won't accrue large outstanding balances during this difficult period. The Plan is described below and will be in effect until at least May 13, 2020. Please know that you will not be disconnected during this time.

Please note that if you have Xfinity TV services, they are not included in the Xfinity Assistance Plan and will be suspended on [MM/DD/YY] unless you pay your past due balance. If you have Xfinity Mobile or Xfinity Home services, neither will be suspended during this time; however, your Xfinity Home service may be diminished.

Any Xfinity Internet and Xfinity Voice services will be transferred to the Xfinity Assistance Plan within the next couple of days. The Plan will appear as "Xfinity Assistance Plan" on your next bill with a charge of \$14.95 per month.

Here's what the Xfinity Assistance Plan includes:

- Xfinity Internet at the speed of 25/3 Mbps
- No Xfinity Wireless Gateway rental charges
- Continuation of the Xfinity Voice service already on your account

Once your past due balance is paid, your prior Xfinity services will resume. Please be aware it may take up to 48 hours for all of your services to be reactivated, and there will not be a reactivation charge. We'll let you know when the Xfinity Assistance Plan ends. When it does, you must pay all of your past due balances to maintain your services and avoid disconnection.

If you prefer to discontinue your Xfinity service, please visit xfinity.com/support/cancel-service.

We hope the Xfinity Assistance Plan offers some relief during these uncertain times. Visit xfinity.com/prepare for answers to frequently asked questions about how we're handling the COVID-19 pandemic and tips to optimize your home network.

To schedule a payment or see your billing details, go to My Account at xfinity.com/myaccount.