

Comcast announces COVID-19 measures

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Comcast recently announced measures to ensure people stay connected to the Internet as more schools suspend classes and companies encourage employees to work from home due to COVID-19. Comcast will implement the following new policies for the next 60 days:

- Xfinity WiFi hotspots across the country will be available to anyone who needs them for free, including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots and then launch a browser.
- Comcast will pause its data plans for 60 days, giving all customers unlimited data for no additional charge.
- Comcast will not disconnect a customer’s Internet service or assess late fees if they contact Comcast and let the company know they can’t pay their bills during this period. Comcast will be available to offer flexible payment options and can help find other solutions.
- Low-income families who live in a Comcast service area can sign-up for Internet Essentials. New customers will receive 60 days of complimentary Internet Essentials service.
- For all new and existing Internet Essentials customers, the speed of the program’s Internet service was increased to 25 mbps downstream and 3 mbps upstream. This increase will go into effect for no additional fee, and it will become the new base speed for the program going forward.
- For those with school-age students at home, Comcast has created new educational collections for all grade levels in partnership with Common Sense Media. Just say “education” into your X1 or Flex voice remote. To help keep customers informed, Comcast also has created a collection of the most current news and information on COVID-19. Just say “Coronavirus” into your X1 or Flex voice remote

Comcast’s technology and engineering teams will continue to work to support network operations. Comcast engineers its network capacity to handle spikes and shifts in usage patterns, and continuously tests, monitors and enhances its systems and network to ensure they are ready to support customer usage. Comcast engineers and technicians staff network operations centers 24/7 to ensure network performance and reliability. Comcast is monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well.

For more information and updates from Comcast related to Coronavirus, visit www.ComcastCorporation.com/COVID-19.