



# Comcast Samples

"My time at Comcast forged my strengths in user experience work centered around helping consumers conveniently access and maintain autonomous control of their information and services. It was a great pleasure to repeatedly translate direct customer feedback into product design improvements which increased experiential satisfaction and brand trust."

## PROJECT

# Xfinity Privacy Center

*Client:* Comcast Corporation

*Role:* Creative direction and UX strategy

*Team:* 4 designers, 1 copywriter, 2 researchers

*Timeline:* 6 months

## SCOPE

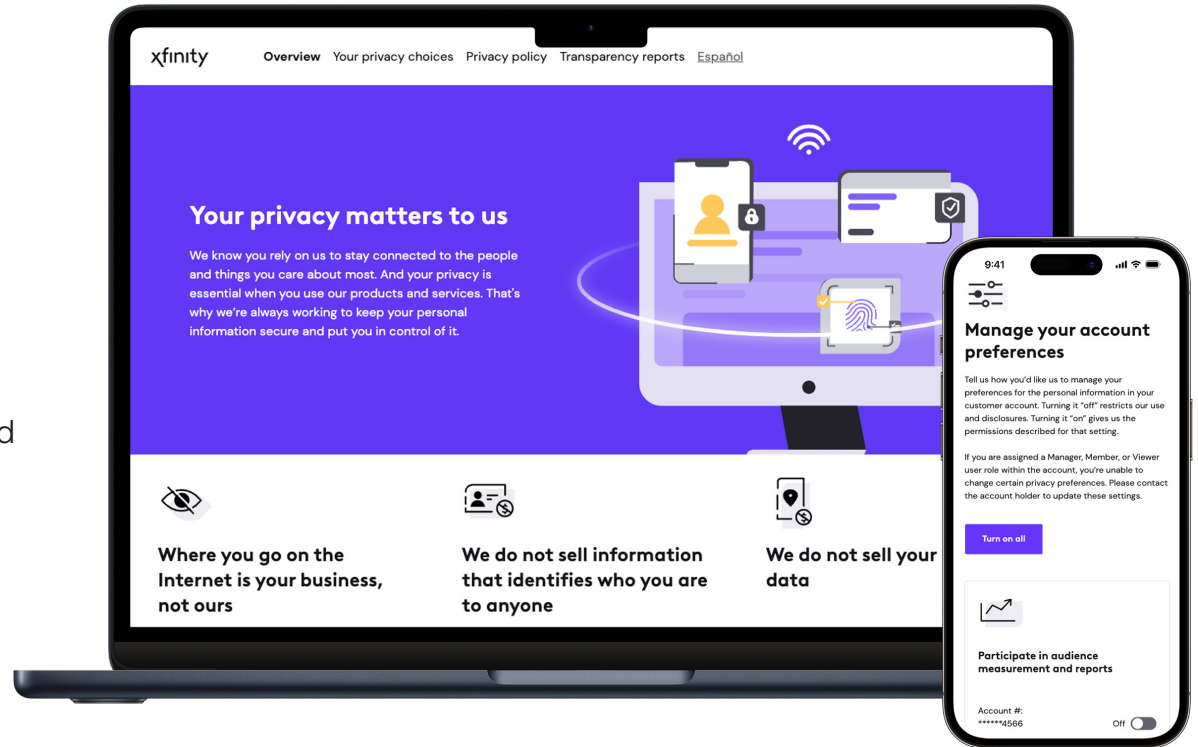
Comprehensive experience for learning about and managing corporate data privacy.

## SUMMARY

Leveraged new design system to create an informational microsite, including multi-tenant consumer flows for downloading, deleting, and correcting personal information. Worked in lock step with Product, Engineering, and Legal partners to create a research-driven experience dedicated to educating consumers about Comcast's data privacy stance, as well as utility flows for managing personal information and preferences (Cookies, SPI, etc.).

## RESULT

The company was able to align with emerging legislative and ethical standards by introducing a valuable new service, increasing brand trust for those impacted by the use of their personal information.



## SKILLS

- Design team leadership and resource management
- Strong partnership with Legal, Product, and Engineering
- Art direction and content/UX strategy
- UX research and usability testing
- UI/interaction design, wireframing, and prototyping
- Content strategy and CMS planning
- Executive presentations

## VISIT:

<https://xfinity.com/privacy> >

xfinity

OverviewYour privacy choicesPrivacy policyTransparency reports

③

Your privacy matters to us

We know you rely on us to stay connected to the people and things you care about most. And your privacy is essential when you use our products and services. That's why we're always working to keep your personal information secure and put you in control of it.

We are committed to protecting your privacy

We're on the Internet

We do not sell your location data

We do not sell information that identifies who you are to anyone

We do not sell your location data

We believe strong cybersecurity is essential to privacy

We do not sell information that identifies who you are to anyone

We give you tools and support to help you stay safe online

We do not sell your location data

You control your information

We do not sell your location data

Want to learn more?

Learn about our types of personal information we collect, and how we collect, use, maintain, protect, and share this information.

Read the privacy policy

Review your privacy preferences

Access your account, manage your privacy settings, and opt in or out of receiving communications from us.

Manage your information

About us

My Xfinity

View & pay bill

Xfinity Stream

Xfinity Discovery Hub

Run Internet speed test

Find Xfinity Stores

Meet to meet address

Service in my area

Submit feedback

Services

Customer guarantee

Customer agreements & policies

Visitor agreement

Xfinity Internet broadband

Disclosures

Privacy center

Social responsibility

Policies

English | Español

Facebook

Twitter

YouTube

xfinity

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Web terms of service

Privacy Policy

CA Notice at collection

Your privacy choices

Cookie preferences

xfinity

Manage your account preferences

Tell us how you'd like us to manage your preferences for the personal information in your customer account. Turning it "off" restricts our use and disclosures. Turning it "on" gives us the permissions described for that setting.

If you are assigned a Manager, Member, or Viewer user role within the account, you're unable to change certain privacy preferences. Please contact the account holder to update these settings.

Turn off all

Ryan Johnson

Account ID: \*\*\*\*\*7788

Participate in audience measurement and reports

On

Choose whether to be counted in external video ratings reports.

Show details

Share information with Comcast companies

On

Choose whether we share household level information with other companies within the Comcast family of businesses.

Hide details

See personalized ads online and on TV

On

Choose whether some of the ads we provide on our websites and mobile apps and in your video programming are personalized based on your interests.

Show details

Allow personalized ads on Xumo Stream Box from Xfinity

On

Choose whether some of the ads on your Xumo Stream Box from Xfinity are personalized based on your interests, including those served in third party apps on your Xumo Stream Box from Xfinity.

Show details

See personalized ads in your inbox

On

If you have any linked accounts, this setting will be applied to all accounts.

Choose whether some of the banner ads we provide in the Xfinity email service are personalized based on your interests.

Show details

< Back to Privacy Center

xfinity

OverviewYour privacy choicesPrivacy policyTransparency reports

③

Your information, your privacy, your choices

Here, you can choose the privacy and communications settings that are right for you.

The California Consumer Privacy Act requires companies to include certain disclosures including "Do Not Sell My Personal Information" links on their websites and mobile applications. California residents can learn more about our privacy practices and read about their rights in our California Privacy Policy.

Customer account choices

When you subscribe to our Services, information linked to your account may be used or shared to conduct audience measurement, perform analytics, or deliver personalized advertising. You can opt out of all the activities described here through a single click or manage them individually by signing in to your account.

Xfinity account holders

Xumo account holders

Sensitive personal information preferences

We do not sell information that identifies who you are to anyone, including sensitive personal information like race, ethnicity, political affiliation, or philosophical beliefs. Sensitive personal information collected, used, or stored by Comcast is used to support activities like personalized recommendations, marketing and advertising, and security and fraud monitoring. You may choose to limit use of this information for marketing, advertising, and new product development at any time.

Review settings

Cookie preferences

Like many companies, we use cookies and other common tracking technologies (Cookies) to improve our Services, optimize and analyze your experience on our Services, and serve ads relevant to your interests. You may choose which Cookies to allow and can change your preferences at any time.

Control which Cookies are stored by our websites in your browser and set preferences for how advertisers customize the ads you use on this device.

Manage cookies

Device and App Settings

There may be additional privacy preferences available to you on your Xfinity equipment and products.

Xfinity Flex boxes

Xumo devices and products

Communications from Xfinity

Tell us how you'd like us to communicate with you, e.g., phone, email, etc.

Set preferences

Decide what Xfinity marketing offers you'd like to receive via email and/or text message.

Explore options

Download, delete, or correct your personal information

Certain states give their residents a legal right to information, delete, or correct their personal information, but all Xfinity customers can make a request.

Submit a request

Learn more about data brokers

We may obtain information about you from other companies, sometimes called "data brokers." Although you can opt out of our use or sharing of your information, changes to your settings do not apply to these other companies.

You can review a list of the companies that may provide us with this information. To learn more about these companies' use or sharing of your information and your choices, visit their websites. You can also read about data brokers on California's or Vermont's data broker registries anytime.

Strengthen your passwords

Check the strength of your passwords, store passwords safely, and employ best practices to keep your accounts secure.

Update password

Enable two-step verification

Use two-step verification to add an extra line of defense against potential threats to your online accounts.

Enable now

[illegible]

xfinity

## Where do you reside?

**Individual rights requests are limited based on location.**

States and countries have different laws regarding their residents' legal rights to download, delete, or correct their personal information. We need to know where you live to ensure that we are meeting our legal requirements regarding your request.

If you don't live in the United States, submit a request [here](#).

Select the state where you currently reside.  
Select your state

Continue

I'd like to access a request I've already made.

### Frequently asked questions

Why do you ask for my state of residence?

>

What if I don't live in the United States?

>

Xfinity

## Where would you like to make a request?

Help us process your request by selecting the Comcast group that may have your personal information.

☐ Xfinity  
Current, former, and potential residential customers may submit a request.

☐ Xfinity On Campus  
Current, former, and potential customers may submit a request.

☐ Comcast Business  
Owners, current employees, and former employees may submit a request.

☐ Comcast Technology Solutions  
Owners, current employees, and former employees may submit a request.

☐ Comcast Workforce  
Current and former candidates, employees, contractors, temporary help, etc. may submit a request.

☐ Xumo Devices  
Current, former, and potential Xumo account holders with a Xumo device, submit a request. Xfinity account holders that have received a Xumo Stream Box from Xfinity, please submit your request by selecting "Xfinity".

Continue

### Frequently asked questions

What if I don't see the Comcast group I'm looking for?

>

What should I do if I want to make requests from multiple Comcast groups?

>

Am I able to submit a request if I am a customer of a business that has Comcast Service(s)?

>

What kind of request would you like to make?

To make your request, you'll need to verify an email address and mobile phone number.

Download request

Request to download the personal information.

Deletion request

Request to delete the personal information.

Correction request

Request to correct the personal information.

Continue

What personal information will be returned when I submit a download request?

What happens when I request to download, delete, or correct my personal information?

What personal information will not be deleted?

What personal information am I able to correct?

Can I submit multiple requests?

How long does a request usually take to complete?

xfinity

Please confirm the information below

Name	MATTHEW MCGLYNN
Request	Delete
Delivery	Digital
Phone number	(215) 645-7164
Email address	mcglynn.matt@gmail.com

Your request will include information from your 3 linked accounts.

Show linked accounts ▾

☐ I affirm that I am the individual whose personal information is the subject of the request and that the information I have provided is complete and accurate.

Request deletion

Frequently asked questions

What is the difference between the roles that are listed in linked the accounts? ▾



Your services

Internet

Mobile

Your bill is ready

You have a balance of \$115

Supercharge your Xfinity

Supersonic WiFi.

Shop Gig speeds and get smarter, with the most advanced technology. Powered by 4G LTE with 3x more bandwidth and the latest

Upgrade to Gig-speed

Need to change your service?

Shop deals and more

Make a payment

View bill

Questions or support?

Browse Xfinity Support

Your Cookie Preferences

×

Like many companies, we use cookies and other common tracking technologies (Cookies) to improve our Services, optimize and analyze your experience on our Services, and serve ads relevant to your interests. You may choose which Cookies to allow and can change your preferences at any time. If you disable or remove Cookies, some parts of the Services may not function properly. Learn more in our [Cookie Notice](#).

Accept all

Decline all

Strictly Necessary

These Cookies are required for Service functionality, including for system administration, security, and fraud prevention, and to enable [View details](#)

Always on

Functional Cookies

These Cookies enable us to provide certain features, such as determining if you are a first-time visitor, capping message frequency. [View details](#)

Accepted

Analytics & Performance

These Cookies collect data regarding your usage of and performance of the Services. We and our vendors use these Cookies to perform [View details](#)


Accepted

Targeted Advertising Cookies

These Cookies collect data about your website visits, your use of the Services, your preferences, and your interaction with advertisements

Accepted

Save changes



## What are cookies?

Like many companies, we use cookies (small files placed on your computer or device) and other common tracking technologies on the Services, including HTTP cookies, HTML5 and Flash local storage/flash cookies, web beacons/GIFs, embedded scripts, ETags/cache browsers, and software development kits (referred to together from this point forward as "Cookies," unless otherwise stated).

### First-party cookies

First-party Cookies are those that we place directly on the Services (including through the use of service providers) and we use them to enable the Services and their features and to assist in analytics activities.

### Third-party cookies


Certain third parties may place their Cookies on your device and use them to recognize your device when you visit the Services and when you visit other websites or online services. These third parties collect and use this information pursuant to their own privacy policies. Third-party Cookies enable certain features or functionalities, and advertising, provided on and off the Services.

### Type of cookies

The Services use the following types of first and third-party Cookies for these purposes:

- Strictly necessary cookies:** These Cookies are required for Service functionality, including for system administration, security, and fraud prevention, and to enable any purchasing capabilities. You can set your browser to block these Cookies, but some parts of the site may not function properly.
- Analytics and performance cookies:** These Cookies collect data regarding your usage of and performance of the Services. We and our vendors use these Cookies to perform analytics, to improve the content and user experience, for statistical purposes, to improve the Services, and develop new ones. They are also used to recognize your device across platforms and devices for the above purposes.
- Functional cookies:** These Cookies enable us to provide certain features, such as determining if you are a first-time visitor, capping message frequency, remembering choices you have made (e.g., your language preferences, time zone), and assist you with logging in after registration (including across platforms and devices). Data collected under this category can also be used to select and deliver content, such as news articles and videos, and measure the daily effectiveness of that content.
- Targeted advertising cookies:** These Cookies collect data about visits, your use of the Services, your preferences, and your interest in advertisements across platforms and devices for the purpose of advertising content on and off the Services. Third-party sites use Targeted Advertising Cookies to deliver content, including advertising to your interests on the Services and third-party services. If you Cookies, you will still see advertising, but it may be less relevant.
- Social media cookies:** Social media platforms place these cookies to enable you to share content with your friends and networks. These platforms have the ability to track your online activity outside of our Services, which may impact the content and messages you see on other services.

We and third parties may associate information collected from Analytics Performance Cookies, Functional Cookies, Targeted Advertising Cookies, and Social Media Cookies with other information about you.



## Cookie management

You can use the methods described below to manage Cookies. You must take these steps on each browser or device that you use. If you replace, change, or upgrade your browser or device, or delete your cookies, you may need to use these opt-out tools again.

### Cookie Preferences

To opt out of our use of certain Cookies, go to the Cookie Preferences footer link on our sites. You can opt out of most Cookies, including Cookies used to deliver targeted advertising, but you will not be able to opt out of Strictly Necessary Cookies. Please review the Cookie Preferences Domain Families (to be updated based on what we call this section below to see which of our sites have been grouped together for the purpose of Cookie Preferences).

### Browser controls

You may be able to disable and manage some Cookies through your browser settings. If you use multiple browsers on the same device, you will need to manage your settings for each browser. Please click on any of the below browser links for instructions:

- [Google Chrome](#)
- [Apple Safari](#)
- [Mozilla Firefox](#)
- [Microsoft Internet Explorer](#)

If the browser you use is not listed above, please refer to your browser's help menu for information on how to manage Cookies. Please be aware that disabling Cookies will not disable other analytics tools we may use to collect information about you or your use of our Services.

### Analytics provider opt-outs

To disable analytics Cookies you can use the browser controls discussed above or, for some of our providers, you can use their individual opt-out mechanisms. Please visit the [Xfinity Privacy Preferences Center](#) to learn more.

### Flash local storage

These cookies are also known as local shared objects and may be used to store your preferences or display content by us, advertisers, and other third-parties. Flash cookies need to be deleted in the storage section of your Flash Player Settings Manager. Learn more about deleting these cookies [Learn more about deleting these cookies](#).

### Targeted advertising

Most third-party advertisers offer a way to opt out of their targeted advertising. For more information or to opt out of receiving targeted advertising from participating third-party advertisers, please visit the [Xfinity Privacy Preferences Center](#).

You can also opt out of some of our advertising network providers by visiting their opt-out pages:

- [Google's Privacy Policy](#)
- [Google's Opt-Out Page](#)
- [Facebook's Privacy Policy](#)
- [Facebook's Opt-Out Page](#)
- [Twitter Privacy Policy](#)
- [Twitter's Opt-Out Page](#)

≡ xfinity

Search

Shopping

Account

Back


×

Targeted Advertising

Declined

We will not be able to provide advertisements relevant to your interests.

These Cookies collect data about your website visits, your use of the Services, your preferences, and your interaction with advertisements across platforms and devices for the purpose of delivering targeted advertising content on and off the Services. Third-party sites and services also use Targeted Advertising Cookies to deliver content, including advertisements relevant to your interests on the Services and third-party services. If you reject these Cookies, you will still see advertising, but it may be less relevant.



## Comcast web domains

Your cookie preference selections will be shared across the following Comcast web domains. If you wish to adjust them at any time, simply visit the Cookie preferences link in the footer.

**Xfinity**

speedtest.xfinity.com, my.xfinity.com, customer.xfinity.com, payments.xfinity.com, digital.xfinity.com, approvals.xfinity.com, xfinity.com/privacy, xfinity.com/support, xfinity.com/stream, xfinity.com/digital, xfinity.com/buy, xfinity.com/learn

**Prepaid**

xfinityprepaid.com, http://my.xfinityprepaid.com

## Contact us


For inquiries about this Cookies Notice, please contact us at [Comcast\\_Privacy@comcast.com](mailto:Comcast_Privacy@comcast.com).

?

Visit our online help center

Easily find help and support articles.


Learn more



### Xfinity Assistant

Get 24/7 help with any questions you have.

Ask Xfinity



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- [Mozilla Firefox](#)
- [Microsoft Internet Explorer](#)

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- [Facebook's Privacy Policy](#)
- [Facebook's Opt-Out Page](#)
- [Twitter Privacy Policy](#)
- [Twitter's Opt-Out Page](#)

## PROJECT

# Customer Identity Management

*Client:* Comcast Corporation

*Role:* Creative direction and UX strategy

*Team:* 2 designers, 1 copywriter, 2 researchers

*Timeline:* 2 years

## SCOPE

Design-led evolution of a robust platform for identity management and authentication leveraged across multiple digital products.

## SUMMARY

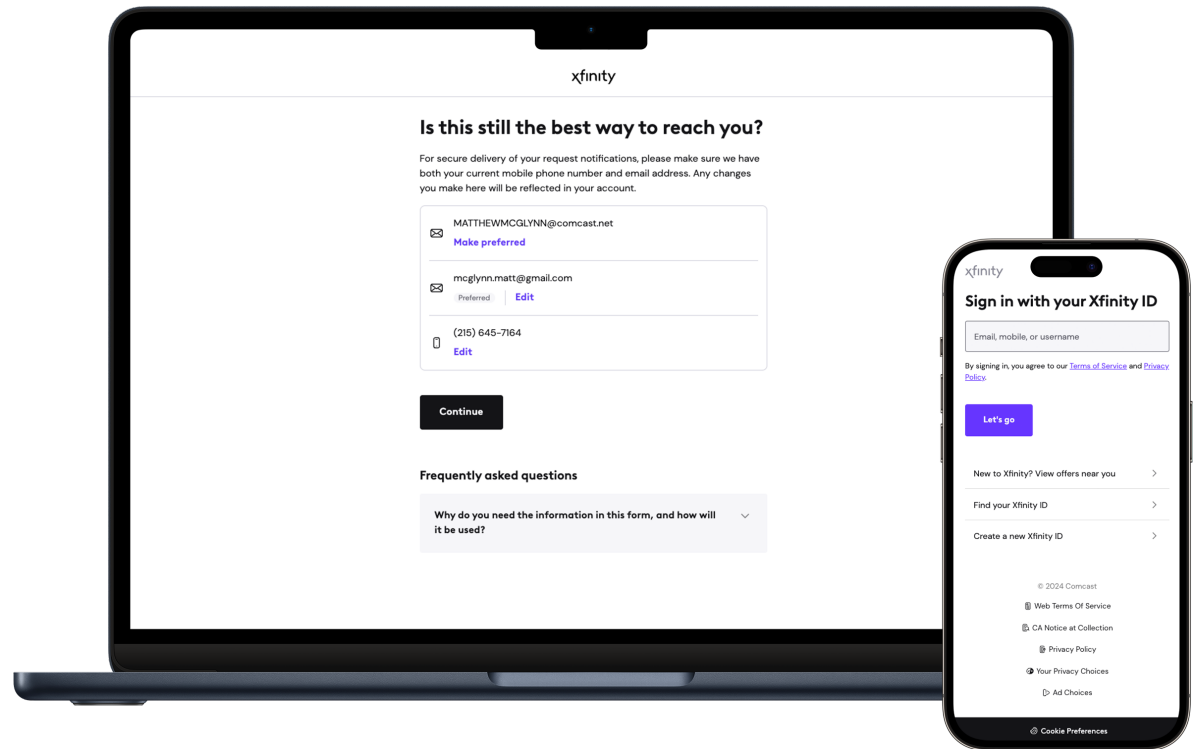
Championed a multi-year effort to bring experiential consistency and modernized standards to an antiquated enterprise-level system.

## FEATURES

- Step-up and Passwordless authentication

## RESULT

Perceived friction during user flows for authentication and verification was drastically reduced. An ideal balance of newfound convenience, familiarity, and increased security produced a higher overall net promoter sentiment among customers.



## SKILLS

- Design team leadership and resource management
- Strong partnership with Security, Product, and Engineering
- Art direction and content/UX strategy
- UX research and usability testing
- UI/interaction design, wireframing, and prototyping
- Lean documentation and agile iteration
- Feature planning and requirements gathering

## VISIT:

<https://login.xfinity.com/login> >

xfinity mōbile

## Get America's most reliable 5G network for up to half the cost of Verizon

Get your first line of unlimited wireless for \$45/mo.

Xfinity Internet required. Reduced speeds after 20 GB.



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### Sign in with your Xfinity ID

By continuing, you agree to the [Terms of Service](#) and [Privacy Policy](#).

Let's go

New to Xfinity? View exclusive offers  
near you >

Text a code instead >

Email a code instead >

xfinity

(267) 101-1015

### Enter your password

[Sign in with a verification code instead](#)

By continuing, you agree to the [Terms of Service](#) and [Privacy Policy](#).

Sign in

[Sign in as someone else](#)

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### Next time, skip the password

Sign in to Xfinity using just your fingerprint or face. Your privacy is important, which is why Xfinity doesn't access or store your biometrics.

Turn on biometric sign-in

[Ask me later](#)

What is biometric sign-in?



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### Sign in just got easier

From now on, you can use that biometric to sign in on this device. You'll no longer need to verify via push notification or code. Turn this feature off anytime in your account settings.

Continue

## PROJECT

# Secure Multifactor Authentication

*Client:* Comcast Corporation

*Role:* Creative direction and UX strategy

*Team:* 3 designers, 1 copywriter, 2 researchers

*Timeline:* 6 months

## SCOPE

Research-driven campaign to improve customer security and reduce identity fraud.

## SUMMARY

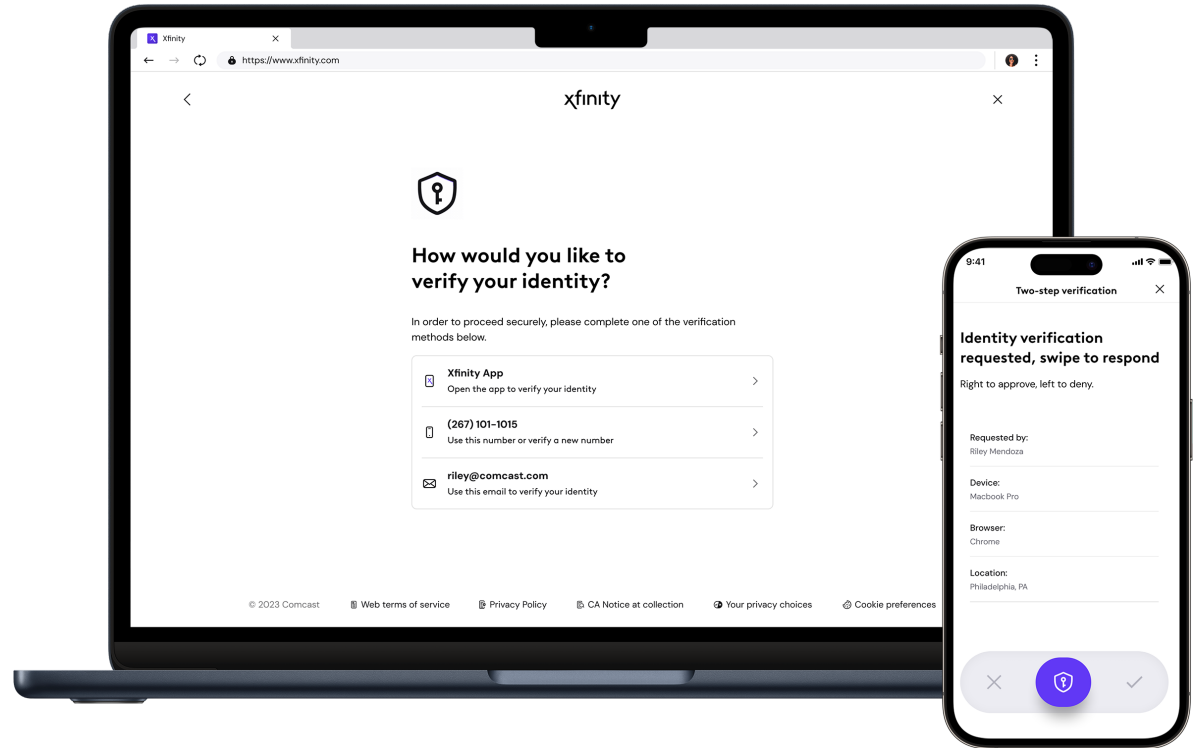
Introduction of multi-screen experience allowing customers to approve or deny requested access to their account and services.

## FEATURES

- Biometric enrollment, management, and usage
- Contact method verification via one-time passcode

## RESULT

Successfully reduced digital fraud while increasing brand trust and experiential satisfaction. Assisted in launching campaigns to educate customers and employees about the importance of cybersecurity.

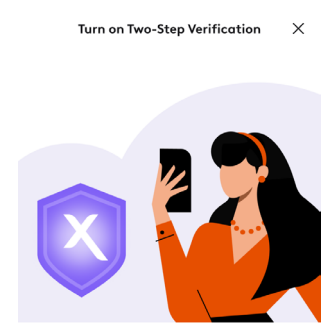
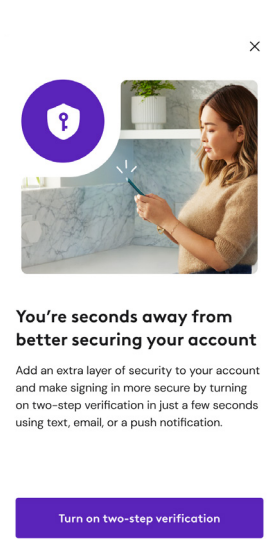
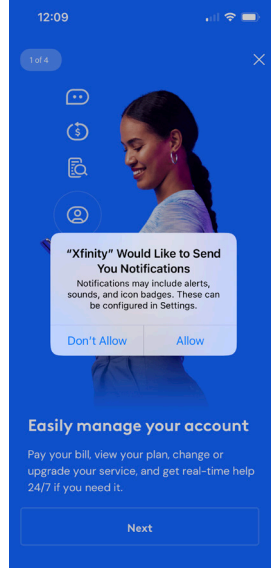
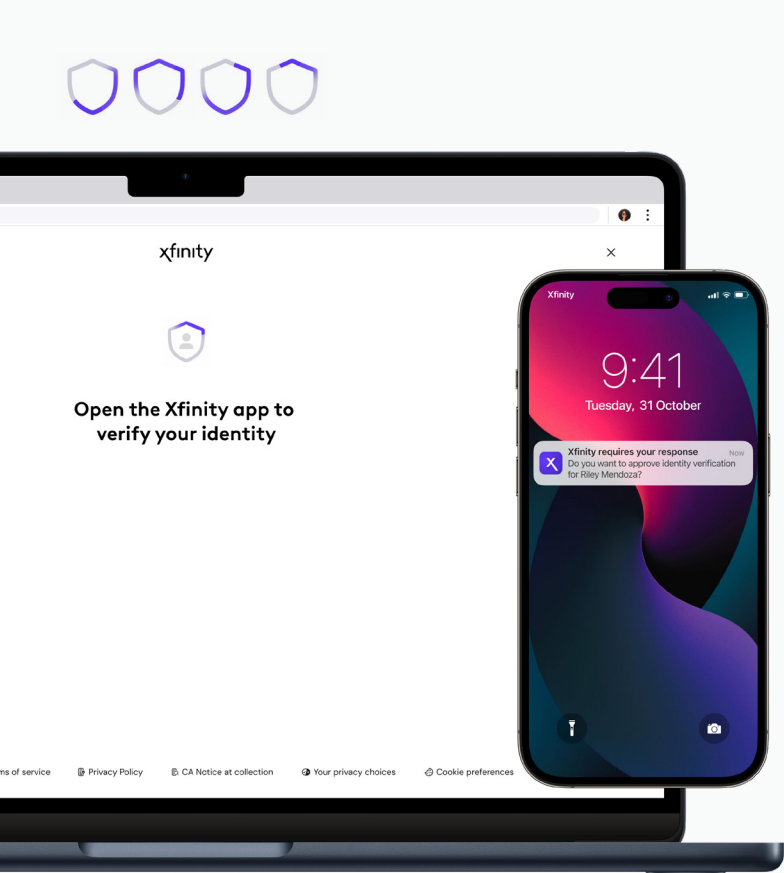


## SKILLS

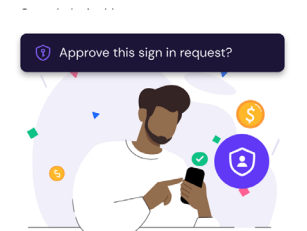
- Design team leadership and resource management
- Strong partnership with Security, Product, and Engineering
- Art direction and content curation
- UX research and usability testing
- UI/interaction design, wireframing, and prototyping
- Lean documentation and agile iteration
- Balancing UX and cybersecurity standards

## VISIT:

[View the prototype >](#)



## Protect your account with Two-Step Verification



### Stay in the know, keep hackers out

Get notified when anyone is trying to sign in to your account without permission.



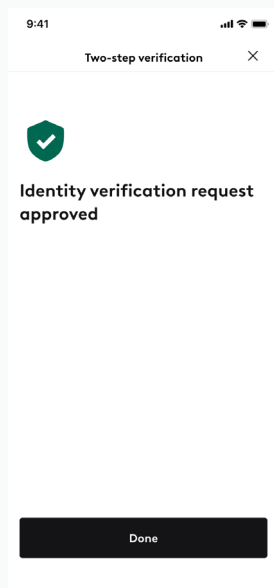
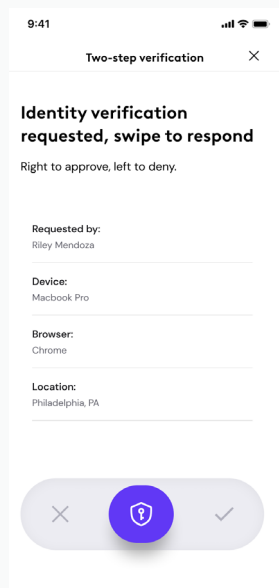
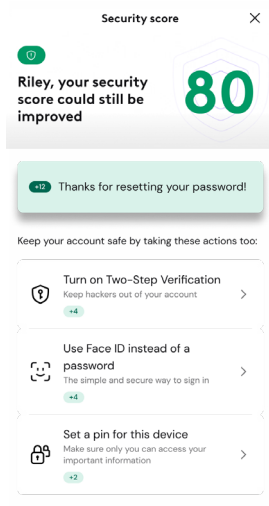
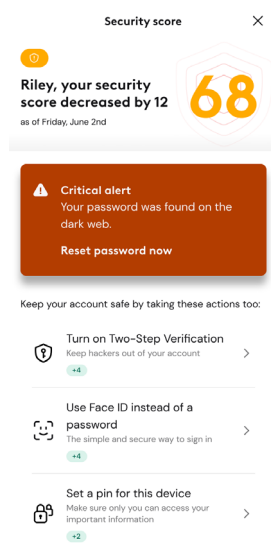
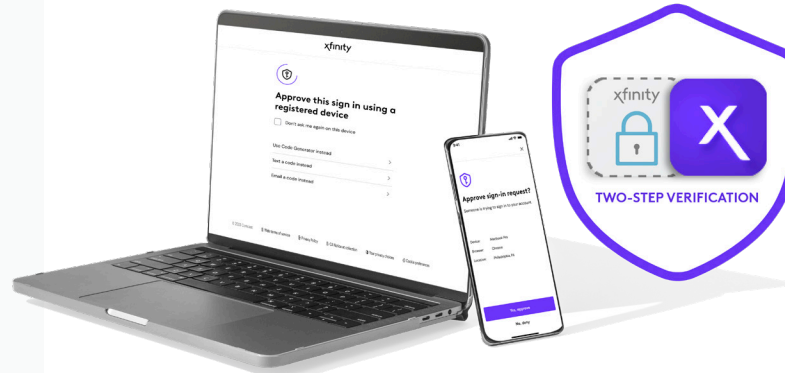
### Approve requests with a tap

With push notifications turned on, you can simply approve sign in requests without the hassle of verification codes.



### Keep it simple and secure with Face ID

Enjoy peace of mind by knowing your information is safe. With biometrics enabled, only you will be able to access your account on this device.



## PROJECT

# Customer Service and Account App

*Client:* Comcast Corporation

*Role:* Creative direction and UX strategy

*Team:* 4 designers, 2 copywriters, 2 researchers

*Timeline:* 1 year

## SCOPE

Customer-feedback focused feature development of account management sections in customer-facing mobile app with millions of active users.

## SUMMARY

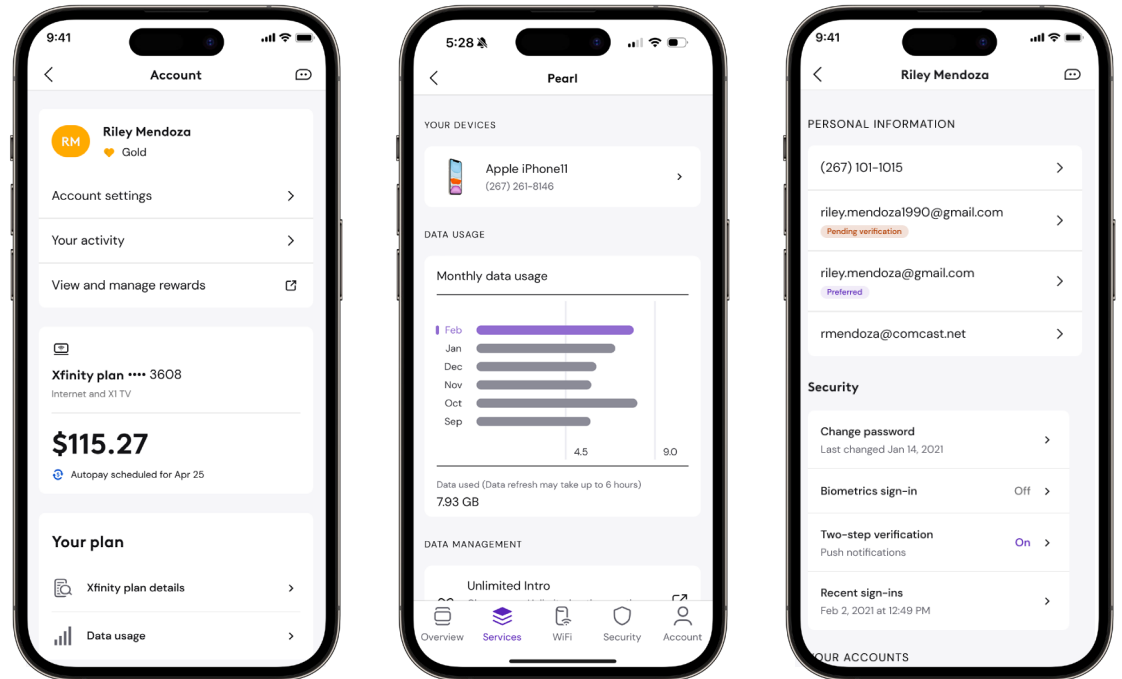
Worked in concert with product and engineering stakeholders to collectively evolve the feature set of a robust digital account management experience.

## FEATURES

- Bill/Payment settings • Identity/Auth/Profile settings
- Xfinity mobile cell phone service management
- Help and Troubleshooting • Notifications settings
- Feature adoption and promotion

## RESULT

Empowered customers with complete control over key account functions, significantly reducing the need for interaction with support agents.



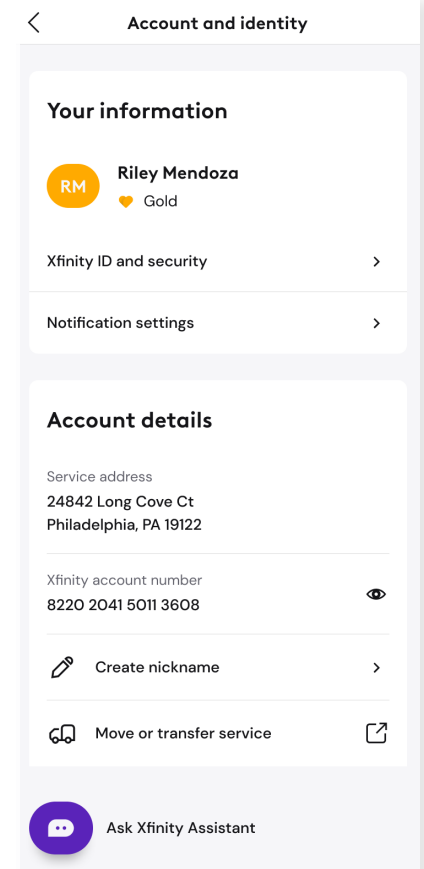
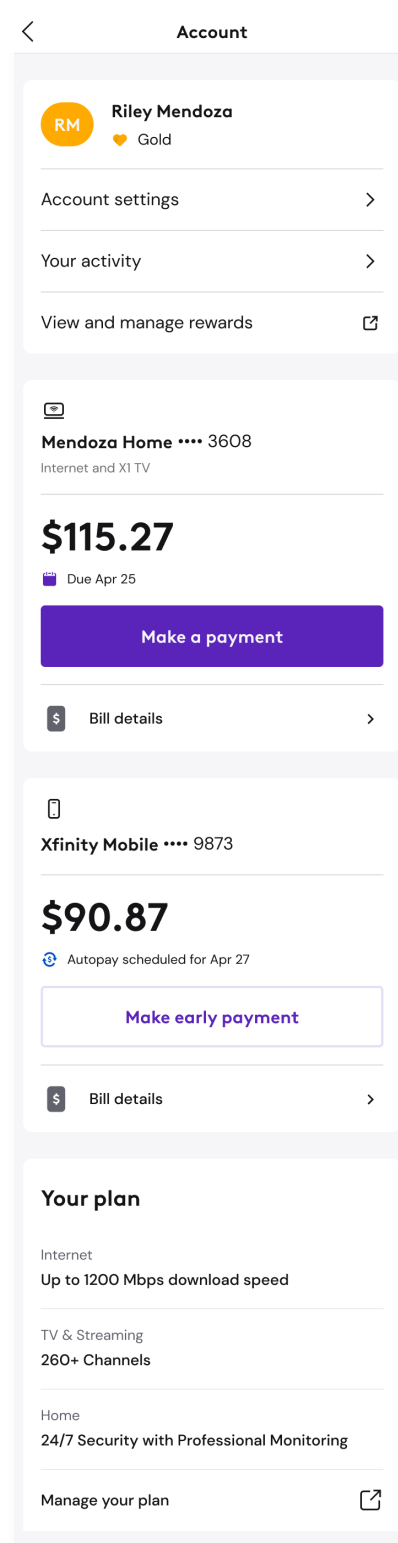
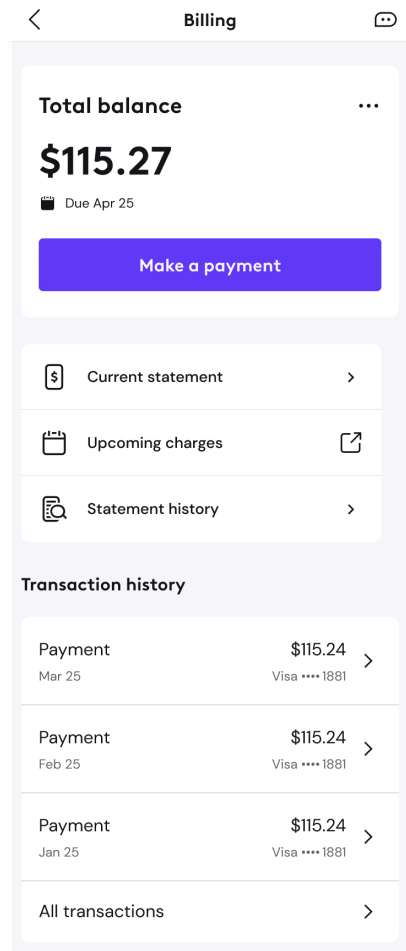
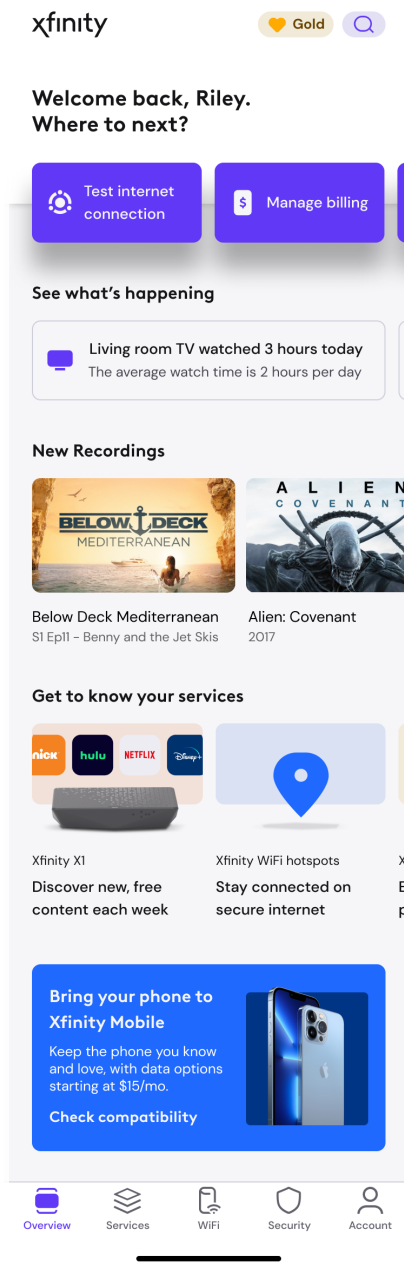
## SKILLS

- Design team leadership and resource management
- Strong partnership with Product and Engineering
- Art direction and content curation
- UX research and usability testing
- UI/interaction design, wireframing, and prototyping
- Lean documentation and agile iteration
- Sophistication of emerging design system

## VISIT:

[Download the app >](#)







## PROJECT

# Digital Checkout Flow

*Client:* Comcast Corporation

*Role:* Creative direction and UX strategy

*Team:* 4 designers, 1 copywriter, 2 researchers

*Timeline:* 8 months

## SCOPE

Complete redesign of antiquated online commerce and account setup experience for new and existing customers.

## SUMMARY

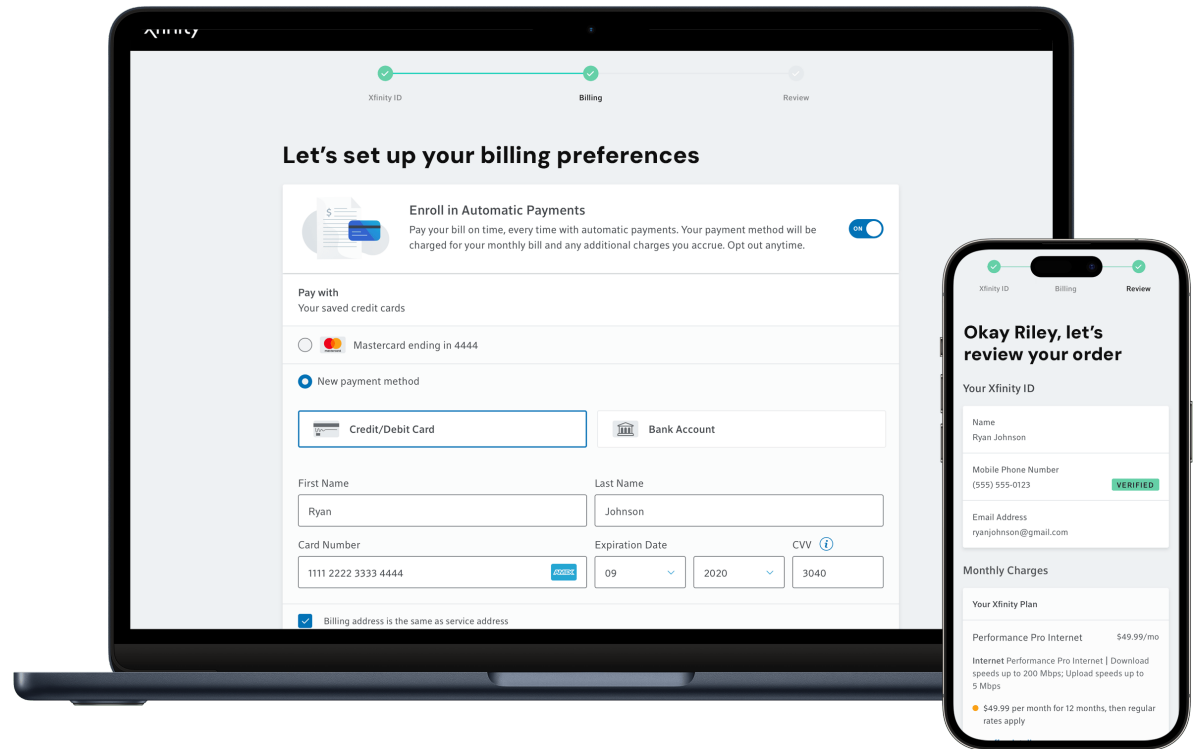
Completely redesigned the eCommerce flow; including steps for account setup, billing preferences, identity verification, and order review.

## FEATURES

- Bank account, debit/credit card capture
- Inline marketing modules
- Cart navigation

## RESULT

Successfully increased sales conversion and customer satisfaction rates by reducing friction and cognitive load. Improved fraud prevention while exceeding business goals for adoption of automatic payments and paperless billing.



## SKILLS

- Design team leadership and resource management
- Strong partnership with Sales, Product, and Engineering
- Art direction and content curation
- UX research and usability testing
- UI/interaction design, wireframing, and prototyping
- Lean documentation and agile iteration
- Balancing UX and eCommerce standards

**Save money on your monthly bill with simple and secure billing**

Enroll in paperless billing and automatic payments with a credit card for a \$5/mo discount, or a bank account for a \$10/mo discount.

## Let's set up your billing preferences

Set up automatic payments, or [make monthly payments yourself](#).

**Pay on time, every time with automatic payments:**

- No credit check or Social Security number needed
- \$5/mo off with credit card, \$10/mo off with bank account
- Easily manage your payment preferences anytime

**DUE TODAY****\$0.00 prepayment**

Today's \$0.00 pre-payment will be charged to your preferred payment method after submitting your order and will be applied to your first bill after activation. If services are not activated, you will be refunded.

**PREFERRED PAYMENT METHOD****Bank Account****Credit/Debit Card**

Account Type



Checking Account



Saving Account

First Name

Last Name

Routing Number

Account Number



Billing address is different from service address.

**Go paperless**

Cut down on waste by viewing your bill online. We'll email monthly reminders to [rileymendoza@gmail.com](mailto:rileymendoza@gmail.com).

On



## Ok Riley, let's review your order

**YOUR XFINITY ID**

Name	Riley Mendoza
Email Address	<a href="mailto:rileymendoza@gmail.com">rileymendoza@gmail.com</a>
Mobile Phone Number	(555) 555-1234
Service Address	789 Street Rd, Anytown, PA 19003

**XFINITY RESIDENTIAL MONTHLY CHARGES**

<b>Your Xfinity Residential Plan</b>	
Connect	\$35.00/mo
Internet: Connect   Download speeds up to 150 Mbps; Upload speeds up to 20 Mbps	
• \$35.00/mo for first 12 months, then \$55.00/mo for months 13–24, then regular rates apply (currently \$68.00/mo)	
• Your pricing includes a \$5 monthly discount for enrolling in Paperless Billing and Automatic Payments using a credit or debit card.	
Connect	Included
<b>Equipment &amp; Services</b>	
Customer Owned Equipment	\$0.00/mo
<b>Taxes, Surcharges And Fees</b> <small>new</small>	
* Estimated Taxes, and Government & Other Fees	\$0.00/mo
<b>Discounts</b>	
Autopay & Paperless discount	\$-5.00/mo
Xfinity Residential monthly total *	\$30.00/mo
Paying with	MasterCard ending in 0263

[See Pricing Details](#)**ONE-TIME CHARGES**

<b>Xfinity Residential Plan</b>	<b>\$50.00</b>
Professional Installation	\$50.00

**ORDER SUMMARY**

<b>Xfinity residential monthly total</b>	<b>\$30.00/mo</b>
Automatic Payment	MasterCard ending in 0263
Paperless Billing	<a href="mailto:cosmicrusader@gmail.com">cosmicrusader@gmail.com</a>

Let's get started. [Learn More](#)

xfinity

Start 1 Confirm 2 Prepare 3 Activate 4

## Thanks for choosing Xfinity

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Create your Xfinity ID to manage your account and get access to all your service features.


[Get started](#)

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- [Important Information for Xfinity TV Customers](#)
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#### The easiest way to manage your Xfinity experience

You'll need the Xfinity app to complete your activation—and get 24/7 real-time help and support, view your plan details, and manage your service.


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#### Start watching the entertainment you love

Never miss a moment of shows, movies, live sports, news. On Demand titles, and more included with your Xfinity TV, at no additional cost with the Xfinity Stream App.


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Get live sports, movies, and unlimited access to your favorite NBC shows with Peacock on Flex.

[Watch Peacock](#)



#### We're here to help

You may qualify for the Affordable Connectivity Program, a federal program which provides a credit of up to \$30 a month (up to \$75 a month in Tribal lands) toward Internet service.

[Find out more](#)

#### What's next: Getting set up

Over the next few days, we'll send tips to help you prepare for your appointment.

#### What's next: Getting set up

Over the next few days, we'll send a message with tracking information as soon as your equipment is on its way along with tips to help you prepare for activation.

Xfinity app xfinity.com Ask Xfinity

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