



XFINITY My Account:

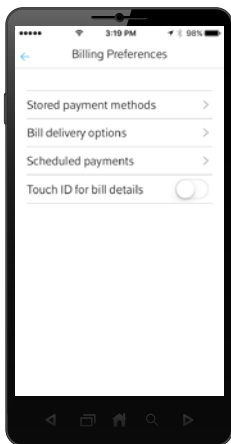
Upgraded and app-solutely awesome for your customers!

Whenever you're doing a G'BYE recap with customers, remember to detail the many valuable benefits of the **XFINITY My Account app** – to make their experience more incredible than ever before.

Once it's downloaded, customers can save time and get the answers they need by using valuable self-help information and troubleshooting steps on their Apple or Android mobile devices. **The app** offers users access to a variety of innovative, helpful services.

EASY ACCOUNT MANAGEMENT

Managing an account has never been more effortless!

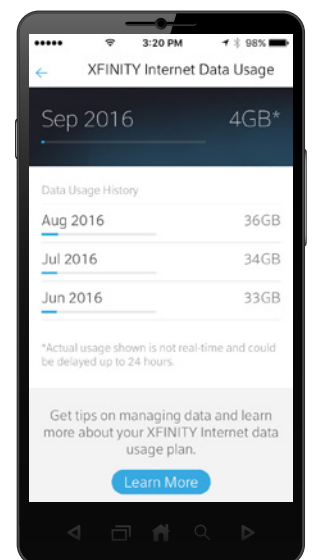
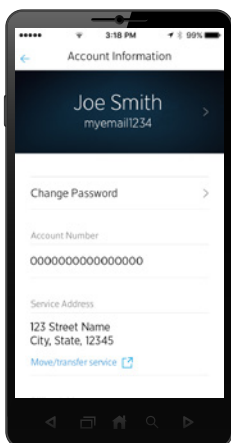


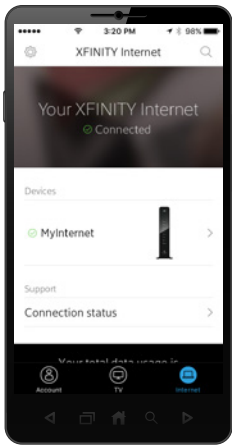
Billing

- Use one-time Bill Pay
 - Credit/debit card, including entering card information with a smartphone camera
 - Check
 - Stored payment method on file
- Enroll in Ecobill
- Manage stored payment methods on file (give saved credit cards nicknames)
- Pay a delinquent account balance to immediately restore service

Account Info

- View account information
 - Name on account and account number
 - Preferred email and phone number on file
 - Billing and service address
 - Security PIN
 - XFINITY Voice number(s) in Account Details
- View **Internet Usage Meter** (select markets) →
- View outage information
- View customer service center locations and details in their area
- Change XFINITY password
- Add an alternate email address or modify the preferred email address
- Add or edit the secondary contact phone number
- View current XFINITY TV channel lineup and search for specific channels
- Restart XFINITY Home Touchscreen Controller





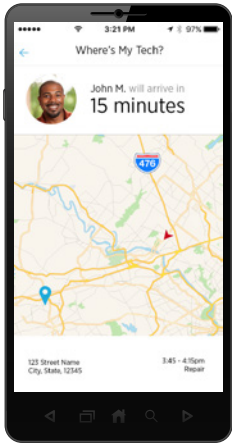
WiFi/Internet Settings

- View or change in-home WiFi network name (SSID) or WiFi password for Comcast-owned XFINITY wireless gateways (XB2 and XB3 only; currently unavailable for customer-owned wireless gateways)
- Access the Admin Tool in order to customize wireless gateway settings, including:
 - Network settings
 - WiFi network name (SSID)
 - WiFi network key (password)
 - Parental Controls
 - Public XFINITY WiFi hotspot setting (turn on or off)

ESSENTIAL APPOINTMENT INFORMATION

Appointments are easy to remember and keep when customers can:

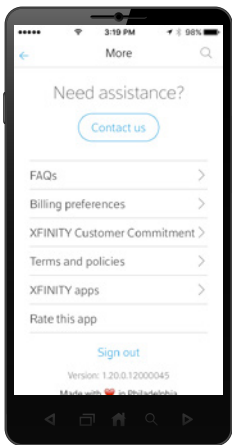
- Manage technician appointments, including rescheduling
- See technician's estimated 30-minute arrival window displayed for appointment (not applicable in Central Division, where arrival window only displays once technician is en route)
- Use Tech Tracker (available in the Oregon/SW Washington area and coming soon to additional Regions)
 - Includes name and picture of technician
 - Displays map of technician's route 15 minutes prior to appointment



TOP-NOTCH HELP & TROUBLESHOOTING

Customers can now get assistance with:

- Searchable FAQs
- Self-help videos
- TV Interactive Troubleshooting Guides (ITGs) and contact options with failed troubleshooting
 - Request a callback (estimated wait time is displayed)
 - Twitter contact (tweet messages to @ComcastCares)
- Wireless gateway restarts and signal strength views
- Support for XFINITY Home devices
- Programmable remotes (includes XR2, XR5 and XR11)
- Important alerts about service, including upcoming maintenance (within three days)
- New TV box and wireless gateways setup (select wireless gateway models: Arris TG862G, Arris TG852G, Technicolor TC8305C and Technicolor TC8717C)



EQUIPMENT REQUIREMENTS

Apple

Smartphones with iOS 7 or above. While the app can run on iPads in compatibility mode (the app will remain the size it appears on the iPhone), there is no iPad-specific version of the XFINITY My Account app currently.

Android

Devices running Ice Cream Sandwich 4.0.3 or higher with a pixel density of HDPI (high) and XHDPI (extra-high). On devices with larger screens, MPDI (medium) pixel density also supported.