

Xfinity My Account App

The most effective way for Comcast customers to get outage updates in case of power interruptions or downed lines is to download the free Xfinity My Account app for your mobile devices. You can also access My Account online at www.comcast.com from your computer. The vast majority of issues will likely be related to commercial power and as power is restored so too will most services. Unfortunately, where there is more extensive damage due to fallen trees and wind, there may be extended delays once power comes back on because our crews cannot gain access to restore sites until the local power company has completed their work.

In addition, power supply might return to parts of an area but not to our facilities serving that area. In those instances we deploy generators whenever possible to get our customers back up and running but access may remain an issue. Xfinity residential customers can also contact 800-934-6489 (800 Xfinity) to reach our Care department.

Device Charging Stations

Comcast is once again partnering with NBC10 and Telemundo62 to offer area residents who are impacted by extended power outages the ability to recharge their devices at participating Xfinity store locations in the region. As power outages occur, stores will become active Plug In, Power Up sites to assist viewers in need. This is a free service and anyone is welcome to visit participating locations during regular business hours. To find the closest Plug In, Power Up location and to determine which locations are active during power outages, please refer to the list [here](#). Note that store hours may be impacted by the storm as well.

Xfinity Stream

We know there's nothing better than curling up with a new movie or your favorite shows on a snow day. To be sure you can still do that in the event of a power outage, download the free Xfinity Stream app for mobile devices so you can stream live TV and select On Demand content using your cellular network. Or better yet, download shows and movies in advance so you can access them anytime. X1 customers can also stream or download DVR content.

WiFi access

If you're out and about or stranded because of the storm, there's likely an Xfinity WiFi hotspot nearby to keep you connected on the go. **To help residents, businesses and emergency personnel stay connected during this latest storm, thousands of @Xfinity WiFi hotspots are now open to everyone – even non-Xfinity Internet customers – across Greater Philadelphia, New Jersey and Delaware.**

Comcast owns and operates thousands of Xfinity WiFi hotspots throughout Greater Philadelphia and New Jersey, providing fast and free access to the web. Xfinity Internet customers can access Xfinity WiFi hotspots by selecting "xfinitywifi" from the list of available networks on their laptops or mobile devices and entering their Comcast username and password. After signing in for the first time, customers will be automatically connected to the network whenever they are in a hotspot location.

The Xfinity WiFi App, available as a free download on both iOS and Android devices, makes it easy to locate business and outdoor hotspots, or customers can visit the hotspot finder map online at www.xfinity.com/wifi.