

Our promise to you – the XFINITY Customer Commitment.

We're committed to delivering the best customer experience possible.

Technology and innovation have always been at the heart of what we do. We've reimagined the entertainment you love and we're committed to doing the same for your entire experience.

Our commitment to every customer



- We respect your time: Enjoy convenient 2-hour appointment windows, 7 days a week, day or night.
- We simplify your experience: Our easy-to-use self-service tools work across all devices, with 24/7 support.
- We make it right if we fall short: Guaranteed, automatic \$20 credit if we're ever late.

From our products to our people, we're committed to delivering the best experience possible so you can do more and enjoy more of what you love.

