

# Please call us if you want to continue receiving Xfinity service



May 14, 2026

Willow Condominiums

## **Bulk Services:**

Popular with HBO, 1HD Digital Converter  
and 2 Digital Adapters

Dear Resident of Willow Condominiums,

Unfortunately, our agreement to provide Xfinity TV service through your association is coming to an end, and that service will be disconnected on 6/1/2026. Your specific services are shown in the red box above.

## **Does that mean I need to give up my Xfinity service?**

No, you do not have to give up your Xfinity service. You can subscribe on an individual basis, and we'd love to have you! You can even add additional features you may not have had before, like Xfinity X1 with the Xfinity Voice Remote.

## **How can I keep my Xfinity service?**

Call our local team at 1-800-xfinity (1-800-934-6489), Monday – Sunday, 9:00 a.m.–9:00 p.m., by 6/1/2026 to continue your service and avoid interruption. Ask about our special offers to help you get the service you want at a great price.

## **What if I already pay for additional Xfinity services?**

If you currently pay us directly for other Xfinity TV services, such as additional channels or an upgraded package, you will still need to contact us by 6/1/2026 to subscribe to a qualifying package on an individual basis.

If you have additional services, such as , you don't need to do anything. However, if you do not continue to subscribe to TV service, you may no longer be eligible to receive certain discounts. Please call us, and we'll help you find a package that meets your needs.

## **What if I don't want to keep my Xfinity service?**

If you decide not to remain with Xfinity or do not respond to this letter by 6/1/2026, you'll need to return Xfinity equipment by 6/1/2026 to avoid an unreturned equipment charge. See reverse side for easy return options.

Please contact us at 1-800-xfinity (1-800-934-6489) to review your options and learn about available promotional offers. We'd love to talk to you!

Sincerely,  
Your Local Xfinity Team

1-800-xfinity (1-800-934-6489) | Monday–Friday 9:00 a.m.–7:00 p.m. | Saturday–Sunday 9:00 a.m.–5:00 p.m.

# Stick with Xfinity

No one else brings you Xfinity X1 — and more.



**All your favorite content, all in one place**  
Get access to Peacock, Disney+, Hulu, Prime Video, Netflix, HBO Max, YouTube, Spotify, and more with X1.



**Xfinity Stream app**  
Never miss a moment with your favorite shows and movies on any device. Plus, schedule your DVR recordings from anywhere.



**Say it and see it**  
Instantly search across and control your live TV, apps, and On Demand with our award-winning Voice Remote.



**Xfinity Mobile**  
Get connected to the most reliable network nationwide, with access to nationwide 5G included at no extra cost.



**A DVR that does it all**  
Record up to 5 shows at once, even while watching another, and download your favorites to enjoy offline.



**Stay connected on the go**  
Enjoy access to over 20 million secure Wi-Fi hotspots nationwide.

Call to ask about special offers — 1-800-xfinity (1-800-934-6489).

## Not interested? Here's how to return your equipment.

### Return your equipment with a prepaid UPS shipping label (recommended)

- Visit [xfinity.com/returns](https://www.xfinity.com/returns), sign in, select UPS Prepaid Shipping as your return option, and click Print Shipping Label
- Put the equipment being returned in a box, and place your UPS prepaid shipping label on the outside
- Drop the package off anywhere that UPS shipments are accepted, or call **1-800-PICK-UPS** to schedule a free UPS home pickup
- With either option, be sure to keep the tracking number as your receipt
- Please allow up to two weeks for the return to be reflected on your account

### Drop the equipment off at The UPS Store

- Bring your equipment to The UPS Store near you, and an associate will pack and return your equipment to us — find the closest location at [theupsstore.com](https://theupsstore.com)
- Follow the progress of your return on [ups.com](https://ups.com)
- Allow up to two weeks for the equipment return to be processed and reflected on your next bill (if applicable)

xfinity

Offer limited to residential customers. Restrictions apply. Not available in all areas. Services and features vary based on service level. **TV:** Limited Basic/Basic service subscription required to receive other levels of service. Cloud DVR Service requires Xfinity TV box for additional fee or other compatible device. Streaming content limited to the U.S. Access to Peacock Premium, Disney+, Hulu, Prime Video, Netflix, HBO Max, YouTube, and Spotify on Xfinity X1 requires an eligible set-top box with Xfinity TV and Internet service. Peacock Premium, Disney+, Hulu, Prime Video, Netflix, and HBO Max streaming membership required. Peacock, Disney+, Hulu, Prime Video, Netflix, HBO Max, YouTube, and Spotify uses your Internet service and will count against any Xfinity data plan. **Internet:** Actual speeds vary and are not guaranteed. For factors affecting speed visit [www.xfinity.com/networkmanagement](https://www.xfinity.com/networkmanagement). Xfinity Wi-Fi hotspots included with Connect More Internet and above. Limited access available for Connect and below. Available in select areas. **Mobile:** Requires residential post-pay Xfinity Internet service. Up to 5 line limit (initially up to 2 lines under a device payment plan, pending Internet service activation). Equip., intl. and roaming charges, taxes and fees, including reg. recovery fees, and other applicable charges extra, and subj. to change. For Xfinity Mobile Broadband Disclosures visit: [www.xfinity.com/mobile/policies/broadband-disclosures](https://www.xfinity.com/mobile/policies/broadband-disclosures). **Voice:** Service (including 911/emergency services) may not function after an extended power outage. **Home:** Remote access not available on all mobile devices. Standard data charges apply to app download and usage. Check with your carrier. **AL:** 001484, 001504; **AR:** 12-030; **AZ:** ROC 280515, BTR 18287-0; **CA:** CSLB 974291, ACO 7118; **CT:** ELC 0189754-C5; **DE:** FAL-0299, FAC-0293, SSPS 11-123; **FL:** EF0000921, EF20001002, EF0001095; **GA:** LUV406303, LUV406264, LUV406190; **IL:** PACA 127-001503; **LA:** F1691; **MA:** SS-001968; **MD:** 107-1776; **ME:** LM50017039; **MI:** 3601206217; **MN:** TS674412;

**MS:** 15018010; **NC:** 2335-CSA, 29443-SP-FA/LV; **NJ:** Burglar and Fire Alarm Business Lic. #34BF00047700; **NM:** 373379; **NY:** Licensed by the N.Y.S. Department of State 12000305421; **OH:** LIC# 53-89-1732; **OR:** CCB 192945; **SC:** BAC-13497, FAC-13440; **TN:** ACL 1597, ACL 1604; **TX:** ACR-1672104-1818, B16922, B02571; **UT:** 8226921-6501; **VA:** 2705145289, DCJS 11-7361; **VT:** ES-02366; **WA:** COMCABS892DS; **WASHINGTON, DC:** ECS 902687, BBL 602512000005; **WV:** WV049211. Valid 1/1/22. See [www.xfinity.com/home-security](https://www.xfinity.com/home-security) for current list. Call for restrictions and complete details. © 2022 Comcast. All rights reserved.