

COMCAST SERVICES AND EQUIPMENT

1-855-638-2855

Services: Do not cancel your Comcast account or services until the Verizon FiOS installation is completed and successful.

Equipment: All rented Comcast equipment must be returned to Comcast by the Resident.

Contacting Comcast:

- A. Contact Comcast prior to the day of the Verizon FiOS transition appointment and obtain a list of all equipment that Comcast has assigned to your account, including serial numbers. **1-855-638-2855**
- B. Check the list against the Comcast equipment currently in your home. If there is a discrepancy, contact Comcast again and resolve the discrepancy. Comcast will charge for any equipment listed on your account that is not returned to them.
- C. On Verizon FiOS transition day, after a successful transition:
 - 1) call Comcast, cancel the services transitioned to Verizon FiOS, effective immediately, **(1-855-638-2855)**
 - 2) **receive and record a Cancellation Number** and
 - 3) ask for instructions on how to return Comcast equipment properly.

NOTE: We suggest returning the Comcast equipment to the Comcast Store in Exton and

- cancelling again in person,
- verifying a Cancellation Number and
- receiving a Receipt for return of equipment

D. There is a Comcast Store in Exton's Main Street Mall.

E. **NOTE:** Comcast will charge for any equipment not returned to Comcast. Many recommend returning the equipment directly to the local Comcast Store.