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Continuing our commitment to you

As staying home continues to be the norm in many parts of the country and many schools remain closed, we understand how important it is to have an Internet connection you can depend on. That's why **we want to make you aware that we have extended the customer commitments we made in March an additional six weeks through June 30**. Click [here](#) for more details.

We are also pleased to share that starting on May 18 **we will begin reopening more Xfinity Stores**, aligning with state and local health guidelines. We will continue to promote social distancing practices within these locations and maintain a clean and safe environment for shoppers. Please visit xfinity.com/stores to find out hours of operation for a store near you.

And on the entertainment side, please **look out for Xfinity Watchathon**. From May 11-17, all Xfinity customers will have free access to TV shows and movies from great networks like Showtime and Starz. And – for the first time ever – Hulu and Peacock, the newest streaming service from NBCUniversal. Peacock is now available exclusively to all X1 and Flex customers at no additional cost. Just say "**Watchathon**" into your Xfinity Voice Remote.

Thank you for your trust and patience as we've adjusted our operations and found new ways to support you. As a reminder, we have expanded our digital tools to make it quick and easy to get answers and support 24/7. See below for details. For a comprehensive look at our overall response to COVID-19, please visit xfinity.com/prepare.

Quick Reminder of our Digital Tools

- Download the [Xfinity My Account app](#) for support, including changing your WiFi name and password, changing your Internet speed, checking for service outages, exploring your TV channel lineup or troubleshooting your Xfinity equipment.
- Chat with the [Xfinity Assistant](#), available in the My Account app, Facebook Messenger (through the Xfinity Facebook page) and the xFi app, for answers to a range of service questions.
- Watch our [online help videos](#) to optimize your in-home WiFi.
- Say "**Help**" into your X1 Voice Remote for help and support including troubleshooting.