

XFINITY Wifi Hotspots Available During Hurricane Harvey

To help residents and emergency personnel manage the impact of Hurricane Harvey, we are opening up XFINITY WiFi hotspots to the general public.

The WiFi hotspots will be available from 12pm CST on Friday, August 25, through 12pm CST on Wednesday, August 30. XFINITY WiFi will appear as an available network on your mobile device as "**xfinitywifi**". As a customer, these hot spots remain open as part of your service. For a map of WiFi hotspots, click [here](#).

Once at a hotspot, select the "**xfinitywifi**" network in the list of available hotspots.

- Sign in with your username and password. You will be automatically connected to XFINITY WiFi hotspots in the future.
- Non-customers may also gain access without logging in and will be able to renew complimentary WiFi sessions every two hours while the hotspots are available.

Some additional reminders in the event of an outage:

- Local commercial power must be restored to your home to power your cable box and modem before your video, phone and Internet services can begin working again.
- Only after any damaged power lines are repaired in your area can our technicians obtain access to repair any damage the storm might have caused to our equipment or network.
- It is possible and quite likely that during storm recovery, not all services will be restored at the same time and there are times when you will need to report service interruptions.
- Should your services not immediately return as expected after a power outage, we recommend you unplug your devices from their power source, wait 5 seconds, and then plug them back in.
- For local information, please click [here](#).

We hope that you and your family stay safe. We're committed to helping you stay connected during and after the storm.

Sincerely,

Rasheedah Carr

Director of Customer Experience