



# We're installing our Xfinity network in your area soon.

We do our best to be respectful of your property while working in your area.

## Comcast Network Expansion - Frequently Asked Questions (FAQ)

- **Where can I find current construction activity or information?**

Comcast provides construction activity including specific street locations to the municipal staff. This information can usually be found on your township's website.

- **Does Comcast notify residents prior to construction activity?**

Residents will receive a door tag approximately 7-10 days prior to construction activity (weather permitting).

- **Where will Comcast be working?**

The underground expansion of the network will occur in the municipal or utility rights-of-way either in the front or rear easement of the property. This is mainly dependent on placement of the current providers or utilities. Most often Comcast will follow the incumbent power, cable, and phone providers.

- **Does Comcast have the right to work in front and rear municipal or utility easements?**

Yes, cable operators are granted a cable franchise agreement with the municipality allowing the construction and maintenance of the cable network including all associated equipment such as pedestal in the municipal or utility rights-of-way.

- **Why are pedestals or above ground equipment needed?**

For the placement of Nodes, amplifiers, and splitters to serve underground residential neighborhoods. The placement above ground is to keep the equipment from being submerged in water.

- **Has Comcast applied for any township permit(s)?**

Yes, Comcast has submitted and received a road permit for any construction activity disturbing any municipal maintained roadway.

- **Will driveways or sidewalks be disrupted?**

Since many driveways and sidewalks abut or exist within the rights-of-ways, it is more than likely construction activity will occur. Comcast commits to make every reasonable effort to restore or repair driveways and/or sidewalks accordingly.

- **What happens if there is damage to someone's property?**

Comcast and/or our business partner take a video of the entire construction site prior to work being done. Once work is complete another video is taken to make sure properties have been properly restored. If a resident is not satisfied with the restoration, please complete this form <https://form.jotform.com/230926040407145> The Township will forward to Comcast who will respond within Thirty-Six (36) hours.

- **When will Comcast complete construction activity?**

Comcast anticipates all construction activity to be completed within two (2) years. This time frame is contingent on the approval of all generally applicable permits as well as unexpected weather conditions.

- **Does Comcast have employees solicit door to door and how can we verify who they are?**

Comcast does employ door to door sales representatives who have undergone background checks. These employees wear a Comcast badge to identify themselves. Comcast will also notify the municipality that solicitation is occurring and follow any requirements from the municipality.

- **How can I notify Comcast about a construction concern?**

Residents can share concerns by completing this form <https://form.jotform.com/230926040407145>  
The Township will forward to Comcast who will respond within Thirty-Six (36) hours.

- **Where can I receive updates when Comcast service will be available?**

Residents and Businesses alike can check <https://www.welcome2xfinity.com/> for timely updates on our construction schedule and whether service is available at their address

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