

Comcast Services Cancellation and Equipment Return

January 15, 2018

Comcast 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/Account Holder immediately following cancellation of Comcast services.

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) **Ask for and record an Order Number** for the cancellation and
 - 3) Ask for instructions on how to return Comcast equipment properly.

NOTE: We suggest returning the Comcast equipment to the Comcast Store, located next to the Bed, Bath & Beyond Store in the Main Street Mall in Exton and

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

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

Comcast Email

You can keep using your email address as long as you use it at least once a month. Just keep accessing your email like you always have. Please review Comcast's [Web Services Terms of Service](#) and [Web Services Privacy Policy](#) and [Product Support](#) and [Frequently Asked Questions](#) sections online at Comcast.com for any further Comcast Email Questions.