

We are here for you.

We feel the greatest empathy for everyone affected by the Camp Fire, including thousands of our customers and employees who live in Butte and Yuba Counties. To help residents and emergency personnel stay connected during this time, Comcast has opened access to our Xfinity WiFi hotspots throughout the Sacramento Valley and North Bay area to the general public, including non-Xfinity customers.

We want you to know that during these difficult times, our teams are doing everything to restore your services quickly and safely. In the meantime, you can stay up to date with outages with the Status Center or the Xfinity My Account app.

How to access Xfinity WiFi Hotspots:

- For a map of Xfinity WiFi hotspots, which are located both indoors and outdoors in places such as shopping districts, parks and businesses, please visit xfinity.com/wifi.
- Once at a hotspot, select the “**xfinitywifi**” network name in the list of available hotspots and then launch a browser.
- Xfinity Internet customers can sign in with their username and password, and they will be automatically connected at Xfinity WiFi hotspots in the future. Xfinity TV customers can use the Xfinity Stream app to stream live news, weather, and sports, even while out of your home.
- Non-Xfinity Internet subscribers should visit the “Not an Xfinity Internet Customer” section on the sign-in page to get started.

Additional Resources:

- Follow **@ComcastCA** on Twitter or visit our blog at california.comcast.com for Comcast service updates
- Follow **@Cal_Fire** on Twitter for fire updates
- Know more about your local air quality conditions by checking airnow.gov
- Camp Fire Public Information Line: **1-530-538-7826** | fire.ca.gov/current_incidents
- Contact the Red Cross at **1-800 RED CROSS**

Call, click or visit today.

1-800-xfinity | xfinity.com | xfinitystores.com



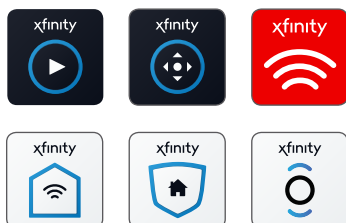
Activate Voice2go using the Xfinity Connect App.

If you are a Xfinity Voice customer, you can use the Xfinity Connect App to make and receive calls using your home phone number on your mobile phone. Just follow these steps.

1. Download the Xfinity Connect app from the Google Play Store or iTunes.
2. If you are eligible for Voice2go, you will automatically be directed to a setup page when you launch the Xfinity Connect app. If you dismiss the prompt to enable Voice2go setup, you can bring it back up by pressing the Dialer button on the bottom tray of the Xfinity Connect app.
3. Tap on Get Started.
4. After signing up, you will have the option to activate both Outbound Calls and Incoming Calls. Text Messaging will be automatically activated.
5. Read the Terms & Conditions, and then press Accept.
6. On the confirmation screen, the blue text will appear contextually depending on your choice to activate Inbound or Outbound calling, or both.

Note for “Local With More” Customers: If you are currently a Local With More or Unlimited Saver* subscriber, you will need to upgrade to Xfinity Voice Unlimited in order to be eligible for Voice2go. However, Local With More customers are still able to opt in for text messaging free of charge.

Learn more and download
any Xfinity app at
xfinity.com/apps.



Our nearest Xfinity stores are ready to serve you.

Chico

1950 East 20th St Unit C319
Chico, CA 95928
Monday - Saturday 9am - 8pm
Sunday, 10am - 5pm

Yuba City

441 Bridge St.
Yuba City, CA 95991
Monday - Saturday, 9am - 7pm

*Not available in all areas.

Restrictions apply. Not available in all areas. Features and programming vary depending on area and level of service. TV: Limited Basic service subscription required to receive other levels of service. Not all programming available in all areas. Xfinity On Demand available with Limited Basic TV and above with a digital converter. Internet: Actual speeds vary and are not guaranteed. Xfinity WiFi hotspots included with Performance Internet and above. Performance Starter and below not eligible. Available in select areas. Requires compatible WiFi-enabled device. Voice: If there is a power outage or network issue, calling, including calls to 911, may be unavailable. Unlimited Talk and Text requires download of the Xfinity Connect app. Home: Minimum term agreement required for Xfinity Home Secure service. Early termination fee applies. Requires compatible high-speed Internet service. Visit xfinity.com/XfinityHomeSupport for more details. License #s: AZ: ROC 280515, BTR 18287-0; CA: CSLB 974291, ACO 7118; MN: TS674412; NM: 373379; OR: CCB 192945; TX: ACR-1672104, -1818, B16922, B02571; UT: 8226921-6501; WA: COMCABS892DS. Valid 4/19/17. See xfinity.com/homeseecurity for current list. Xfinity apps: Standard data charges may apply. Check with your carrier. Call for restrictions and complete details, or visit xfinity.com. ©2018 Comcast. All rights reserved. All channels, logos, trademarks, and service marks are the property of their respective owners.