
Instructions for calling Xfinity to sign up for new bulk services
or

Additional TV, Internet or Landline Phone Service that are
above the level of service provided by your property

Dial: 855-638-2855

New Xfinity Customer

- **PROMPT:** Enter or say the zip code where you have or want service
- **RESPONSE:** “*Your ZIP code here*”
- **PROMPT:** I’ll need a phone number or account number to you look up, which would you like to use? or if you’re calling to sign up for new service say “new customer”
- **RESPONSE:** “New customer.”
- **PROMPT:** Are you calling to activate equipment you recently received?...
- **RESPONSE:** “No.”
- **PROMPT:** Enter or say the zip code where you have or want service...
- **RESPONSE:** “*Your ZIP code here*”
- **PROMPT:** Which are you calling for? New service? Activate equipment you received? Or about a previous account?
- **RESPONSE:** “New service”

Existing or Previous Xfinity Customer

(Calling from a phone that is associated with an existing or previous Xfinity account)

- **PROMPT:** “I have the numbers of your street address as... is this the account you’re calling about?”
 - **RESPONSE:** “No”
 - **PROMPT:** “Since I’m unable to locate an account for you I’ll need a phone number or account number to look you up. Which would you like to use? If you receive your service through your complex or if your account is managed by a third party, just say, I don’t know.”
 - **RESPONSE:** “I don’t know.”
 - **PROMPT:** “OK, let’s continue. Which can I help you with....”
 - **RESPONSE:** “Add services”
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