

## Frequently Asked Questions (FAQ) – California Public Safety Power Shutoffs (PSPS)

### How do I know if a Public Safety Power Shutoff (PSPS) event will impact me?

In many parts of Comcast's Northern California service area, we anticipate power companies will initiate planned power outages or Public Safety Power Shutoffs (PSPS) during fire season (June-November). When high-fire risk conditions, such as gusty winds and dry conditions, are forecasted, power companies may preemptively turn off commercial power. Outages may last multiple days. Please visit PG&E's website and sign up for notifications there to stay informed when a PSPS event may occur in your area.

### How far in advance will I be notified that my Xfinity services may be affected?

PG&E has a 24-hour and 48-hour power shutoff notification system to inform its customers of a planned power shutoff. Once Comcast learns about a PSPS event and the specific area(s) that will be impacted. Comcast will notify affected customers who signed up to receive notifications of a possible service disruption. Xfinity residential customers can visit [Xfinity.com/myaccount](https://xfinity.com/myaccount) to confirm their contact information is up to date. Comcast Business customers can visit [business.comcast.com/myaccount](https://business.comcast.com/myaccount).

### I have power, but my Xfinity services aren't working. Why don't I have Xfinity services?

While the power to your home may be on, certain parts of our network that help to provide your Xfinity service may be in areas where the commercial power is unavailable, thereby leading to a disruption of your Xfinity services. Once power is restored to the network, we will restore service as soon as it is safe to do so.

To get the most up-to-date outage information for your Xfinity service, log on to your My Account app at [Xfinity.com/myaccount](https://xfinity.com/myaccount). Comcast Business customers can visit [business.comcast.com/myaccount](https://business.comcast.com/myaccount).

### What can I do to prepare for my Comcast services being disrupted?

- **Confirm your contact information at [Xfinity.com/myaccount](https://xfinity.com/myaccount)**—We will use this information to contact you if we expect a service disruption caused by a planned power outage. You can also use My Account to check if your service has been restored.
- **Download your favorite shows and movies for offline viewing**—If you have access to an internet connection, you can use the Xfinity Stream app to watch shows and movies offline in case you lose power.
- **Download the Xfinity Connect App to receive Xfinity Voice calls via your mobile phone**—Xfinity Voice customers can make and receive calls with their Xfinity phone number using their mobile phone.
- **Follow [@ComcastCA](https://twitter.com/ComcastCA) on Twitter and the CA Blog at [California.comcast.com](https://california.comcast.com)**—These sources will provide you with up-to-date information on planned power outages and answers to commonly asked questions.

Visit [california.comcast.com/psps](https://california.comcast.com/psps) under "Be Prepared" to learn more.

### How long should I expect to be without Comcast service?

While we cannot forecast a specific timeframe, the public safety power shutoffs initiated by the power companies can range from several hours to several days, depending on when commercial power is fully

restored to the part of Comcast's network that provides your services. Once power is restored to the network, we will restore service as soon as it is safe to do so.

**I work/study/operate my business from home, what does this mean for me, and what are my options?**

During a PSPS event, the power will be shut off, which may impact Xfinity and Comcast Business services. For resources and special assistance, please visit [california.comcast.com/psps](https://california.comcast.com/psps) to learn more.

**Can I use alternative energy to power my Comcast services?**

Comcast's network requires commercial power to provide Xfinity Internet, TV, Voice, and Mobile services, as well as Comcast Business services. During an outage, these services may stop working when commercial power is shut off, even if there is a household generator powering your home or small business, or if you are using a backup battery to power your Xfinity Voice or Mobile services.

**Will my Comcast Business services be affected by PSPS?**

Comcast Business services require commercial power to operate. During an outage, Comcast Business services may stop working. Our technology and engineering teams will work tirelessly to support our network operations so that we can safely restore services as soon as commercial power is restored. Learn more about how Comcast Business customers can prepare and respond to PSPS events at <https://business.comcast.com/>

**When the Internet is down, I have to use my mobile phone to connect and this causes my data plan to max out quickly. Will Comcast remove data caps in these situations?**

We offer customers a range of data plans including an Unlimited plan for which you'll pay \$45/ per line, per month regardless of how much data you have used in the month you switch to Unlimited; you can switch your plan up until the last day of your billing cycle.