

ACCOUNT CHANGE REQUEST FORM

Please Print or Type

CURRENT ACCOUNT HOLDER

Name: _____

Address: _____

City, State, Zip: _____

Best Contact #: _____

Account Number: _____

Email Address: _____

NEW ACCOUNT HOLDER

Name: _____

Address: _____

City, State, Zip: _____

Best Contact #: _____

Account Number: _____

Email Address: _____

Step 1: Select the reason for the request:

- [Account holder is deceased](#)
- [Military deployment](#)
- [Transfer Account to New Account Holder \(do not use for death of a customer\)](#)
- [Legal name change](#)
- [Name change – divorce/marriage](#)
- [Account holder is incarcerated](#)
- [Account holder is incapacitated](#)

Step 2: Select the change you would like to make:

- Disconnect this account on ____/____/____
(Please specify date to disconnect)
Please select ONE of the below - Refund Check Payable to:
 Account Holder's Name "The Estate of" the Account Holder
- Transfer this account to a new account holder (includes equipment and/or access to email and voice mail)
- Name Change: _____
(Please specify)
Add Authorized User (i.e. military deployment, incarceration, power of attorney, incapacitation)

Step 3: Using the option that you selected in Step 1 please submit this form and determine the additional documentation you will need to submit with this request below:

Reason For Request	Documentation Needed
Account Holder is Deceased <small>(Disconnect or Transfer to New Account Holder)</small>	<ul style="list-style-type: none"> Copy of the death certificate; OR Notarized Affidavit for Deceased Customer (not required if death certificate is supplied)
Military Deployment	<ul style="list-style-type: none"> Active Duty Deployment Paperwork; AND Letter signed by the account holder authorizing you to act on their behalf and make changes to their Xfinity account; OR If the service member is unavailable due to deployment, a Power of Attorney authorizing you to make transactions on behalf of the service member.
Transfer Account to New Account Holder <small>(Do not use for death of a customer)</small>	<ul style="list-style-type: none"> Notarized Consent to Transfer Account Form filled out by current and new account holders. Note: Notary not required if both parties are in person at an Xfinity Store with government issued picture identification (driver's license, passport, etc)
Legal Name Change	<ul style="list-style-type: none"> Copy of court order granting your name change
Name Change - Divorce	<ul style="list-style-type: none"> Copy of divorce decree granting your name change ; OR Copy of driver's license or other government issued identification with your new name
Name Change - Marriage	<ul style="list-style-type: none"> Copy of marriage license ; OR Copy of driver's license or other government issued identification with your new name
Incarceration	<ul style="list-style-type: none"> Proof of Incarceration ; AND Letter signed by the account holder authorizing you to act on their behalf and make changes to their Xfinity account; OR Power of Attorney authorizing you to make transactions on behalf of the account holder
Incapacitated	<ul style="list-style-type: none"> Court order naming you as the guardian or conservator for the account holder

COMCAST
AFFIDAVIT FOR DECEASED CUSTOMER
(not required if death certificate is supplied)

I _____, being duly sworn according to law, declare that I am the [spouse] [next of kin] [executor or administrator of the estate] (Circle one) of _____ (“Decedent”) who died on or about the _____ day of _____, 20__.

Fill In One Option Below

[I request that Comcast disconnect Comcast account # _____ for service at _____ (Address) _____ (City), _____ (State) _____ (Zip Code). The final bill should be sent to _____ (Address) _____ (City), _____ (State) _____ (Zip Code).]

OR

[I request that Comcast transfer Comcast account # _____ for service at _____ (Address) _____ (City), _____ (State) _____ (Zip Code) to my name.

If applicable, I certify that I am authorized to view or hear any messages left in the Decedent’s Xfinity Digital Voice voicemail box, receive call detail records or view emails left in the Decedent’s Xfinity Internet email account.

I am accepting assignment and assumption of all Comcast equipment and/or any Xfinity minimum term agreements on the Xfinity account which may be up to 24 months in length and include early termination fees up to \$460, including agreements for Xfinity Home and Xfinity Mobile devices and services.

I agree to be bound by the Comcast Agreement for Residential Services (<https://www.xfinity.com/Corporate/Customers/Policies/SubscriberAgreement>) and by the Xfinity Mobile Customer Agreement (<https://www.xfinity.com/mobile/policies/customer-agreement>) and Xfinity Home Agreement, if Xfinity Home services are active (<https://www.xfinity.com/secureagreement>).

I am aware of account elections made by the account holder including, but not limited to, paperless billing, notifications and marketing elections. It is my responsibility upon transfer of the account to change passwords as necessary to prevent unauthorized access to the account or equipment used for the services, such as wireless routers.

I have reviewed the Comcast Customer Privacy Notice (<https://www.xfinity.com/Corporate/Customers/Policies/CustomerPrivacy>)

If I have Xfinity Voice. I understand and acknowledge that in order for 911 calls to be properly directed to emergency services, Comcast must have my correct service address. If I move my Xfinity Voice equipment to a different address without Comcast’s approval, 911 calls may be directed to the incorrect emergency authority with the incorrect address, and my phone service, including 911, may fail. If there is an electrical power outage in my home, calling, including calls to 911, may be unavailable. Calls to 911 may not be completed if there is a technical or other problem with Comcast’s network or other network facilities or databases used to complete 911 calls.

I agree to RELEASE, INDEMNIFY, AND HOLD HARMLESS Comcast, its subsidiaries, affiliates, their respective parents, officers, employees, agents, successors and assigns from and against any claims,

demands, actions, liens, rights, subrogated or contribution interests, debts, liabilities, judgments, costs, and attorney's fees, arising out of the this change of account status.

The foregoing is the truth to the best of my knowledge, information and belief.

Dated at _____, _____ this ____ day of _____, 20__.

{City}

{State}

Signature

Print Name

Address

Telephone

Current Account Holder Name

Account Number

Sworn and subscribed before me, on _____.

Notary Public

My commission expires on _____.

COMCAST
CONSENT TO TRANSFER ACCOUNT
(THIS FORM MUST BE COMPLETED BY BOTH THE CURRENT XFINITY ACCOUNT
HOLDER AND THE NEW XFINITY ACCOUNT HOLDER)

Current Account Holder Only:

I _____, being duly sworn according to law, give my consent to transfer my Comcast account # _____ for service at _____ (Address)
_____ (City) _____ (State) _____ (Zip Code) to
_____ (Name of the person you want to transfer to). He/She can be reached at
_____ (Phone Number).

I acknowledge and understand that this consent includes my consent for Comcast to transfer my Xfinity services, equipment, my Xfinity Voice number, voicemail box, call detail records, Xfinity emails and email addresses and if applicable, any deposits.

I acknowledge if I elected automatic payments or I stored a payment instrument on My Account, that it is my responsibility to remove the stored payment instrument before the account is transferred.

I acknowledge and understand that unless and until the transfer is completed that I remain liable for the Xfinity equipment and any charges associated with the Xfinity services on my account, including, but not limited to early termination fees. Further, I acknowledge that I am responsible for returning any Comcast equipment that is not transferred to the new Comcast account holder. My forwarding address will be
_____ (Address) _____ (City)
_____ (State) _____ (Zip).

I agree to RELEASE, INDEMNIFY, AND HOLD HARMLESS Comcast, its subsidiaries, affiliates, their respective parents, officers, employees, agents, successors and assigns from and against any claims, demands, actions, liens, rights, subrogated or contribution interests, debts, liabilities, judgments, costs, and attorney's fees, arising out of the this transfer of account.

The foregoing is the truth to the best of my knowledge, information and belief.

Dated at _____, _____ this ___ day of _____, 20__.
{City} {State}

Current Account Holder Signature

Current Account Holder Print Name

Sworn and subscribed before me, on _____.

Notary Public

My commission expires on _____.

New Account Holder Only:

I acknowledge and agree by signing below that:

- If I have Xfinity Voice, I understand and acknowledge that in order for 911 calls to be properly directed to emergency services, Comcast must have my correct service address. If I move my Xfinity Voice equipment to a different address without Comcast's approval, 911 calls may be directed to the incorrect emergency authority with the incorrect address, and my phone service, including 911, may fail. If there is an electrical power outage in my home, calling, including calls to 911, may be unavailable. Calls to 911 may not be completed if there is a technical or other problem with Comcast's network or other network facilities or databases used to complete 911 calls.
- I am accepting assignment and assumption of all Comcast equipment and/or any Xfinity minimum term agreements on the Xfinity account which may be up to 24 months in length and include early termination fees up to \$460, including agreements for Xfinity Home and Xfinity Mobile devices and services.
- I am aware of account elections made by the current account holder including, but not limited to, paperless billing, notifications and marketing elections.
- It is my responsibility upon transfer of the account to change passwords as necessary to prevent unauthorized access to the account or equipment used for the services, such as wireless routers.
- I agree to be bound by the Comcast Agreement for Residential Services (<https://www.xfinity.com/Corporate/Customers/Policies/SubscriberAgreement>) and by the Xfinity Mobile Customer Agreement (<https://www.xfinity.com/mobile/policies/customer-agreement> and Xfinity Home Agreement, if Xfinity Home services are active (<https://www.xfinity.com/secureagreement>)).
- I have reviewed the Comcast Customer Privacy Notice (<https://www.xfinity.com/Corporate/Customers/Policies/CustomerPrivacy>)

The foregoing is the truth to the best of my knowledge, information and belief.

Dated at _____, _____ this ____ day of _____, 20__.

{City} {State}

Signature

Print Name

Address

Telephone

Current Account Holder Name

Account Number

Sworn and subscribed before me, on _____.

Notary Public

My commission expires on _____.