
Comcast Xfinity Bill Negotiation

How to get your Comcast Xfinity internet bill to \$50 - \$65 per month

It's time to call Comcast Xfinity and negotiate your internet only bill to \$50 or \$65 per month, and eliminate the unnecessary services and service fees. This guide assumes you are not keeping other services from Comcast Xfinity like television, home phone, cell phone, or security (which have lots of extra fees). **StreamWise has no control over Comcast's pricing policies nor who is/isn't eligible for their promotional pricing.**

Gather Your Information

Comcast Account Number: _____

Primary Account Holder Last 4 of Social Security Number: _____

Last 4 of Credit Card on File: _____ (if you're not sure, don't worry about it)

Negotiate your Bill

1. Call - 800-266-2278 or some people also have had an easier time going into a local Xfinity store.
2. Verify Account in system with your account number and last 4 of SSN (or last 4 of Credit Card on file)
3. **VERY IMPORTANT!** - Reason for Call: "Disconnect Service" (Not due to a move)

Once you have an agent on the phone

- Tell them...
 - **You want to cancel all services, but keep Internet (100-300 MB speed is all you need).**
 - Sometimes you get more traction telling them you are considering switching to CenturyLink or T-Mobile Home Internet, 100 MB for \$50/month.
 - You are **NOT** interested in keeping any services other than internet (they will try to sell you TV)
 - You have your own cable modem and want to return the one you were renting
 - You are OK with a 1 year commitment for a discounted (unless planning to move)
- No need to tell them...
 - You are switching to StreamWise. They won't know what you are talking about and it distracts them from what you are trying to achieve. You are switching to antenna and/or streaming.
- Do not let them...
 - Convince you that you need faster than 300 Mbps service because...
 - You are streaming more now. 100 Mbps is more than enough bandwidth.
 - You are downgrading service and are accustomed to faster speeds
 - You can pay more for higher speed, but only needed for big families, online gaming, etc
 - Sell you a \$10 TV package or Peacock/Flex, because it will always have more sneaky fees
 - Give you the "free" Flex streaming system
 - It does not work with the equipment we installed
 - It's just a way for them to upsell you on more of their services at higher prices

After Negotiation

- You will authorize the changes to the account via voice or text message. Note: Modem may still be on your account until you return it.
- Ask them how you can return your equipment to your local Xfinity store - get a receipt!