

Comcast Acceptable Use Policy for Xfinity Voice Residential Voice Services

[View full agreement \(PDF\)](#)

Why is Comcast providing this Policy to me?

Comcast's goal is to provide its customers with the best residential voice service possible. In order to help accomplish this, Comcast has adopted this Acceptable Use Policy (the "Policy") for its residential voice service (the "Service"). More specifically, the Service is intended only for reasonable, typical residential use. This Policy is in addition to any restrictions contained in the Xfinity Residential Services Agreement (the "Subscriber Agreement") available at <https://www.xfinity.com/policies>. All capitalized terms used in this Policy that are not defined here have the meanings given to them in the Subscriber Agreement.

What activities are prohibited by this Policy?

This Policy prohibits use of the Service in any manner that falls outside of reasonable, typical residential use, including, but not limited to, mechanized or commercial use of the Service. Prohibited uses include, but are not limited to:

- use of auto-dialers;
- telemarketing (including, without limitation, charitable or political solicitation or polling), advertising or commercial solicitation to a person in violation of applicable law;
- use of fax machines for fax broadcasting or fax blasting;
- extensive call forwarding or use of call forwarding or conferencing features to act as a bridge to chat lines or other conferencing facility;
- operating a business (including a home-based business, a non-profit business, governmental or any other enterprise);
- operating a call center or conference line;
- usage for monitoring services, data transmissions, or transcription services;
- transmissions or reception of broadcasts over teleconferencing facilities or other means;
- transmissions or reception of recorded material, other than standard, residential voicemail greetings;

- transmission or reception of communications which do not consist of standard residential voice calling involving live dialogue between individuals, other than standard, residential voicemail greetings;
- resale to others; or
- engaging in activities that may generate payments to a subscriber due to their use of the Service.

Policy exceptions for persons with disabilities:

Xfinity may make certain exceptions to this Policy for persons with accessibility needs who contact us. To inquire about an accessibility exception, please call 877-842-2107.

Notwithstanding other use restrictions in this Policy, accessibility tools and assistive technologies, as described here: <https://www.xfinity.com/support/articles/accessibility-services>, are permitted to be utilized in connection with the Service.

How does Comcast determine whether a subscriber is in violation of this Policy?

Comcast uses various industry-standard tools and techniques to ensure compliance with this Policy and the Subscriber Agreement. When an account exhibits calling patterns indicating potentially unacceptable use, such as excessive call volumes or abnormal, long-distance usage, Comcast may review the calling patterns further. Comcast and its suppliers reserve the right at any time to review calling traffic patterns and volumes to identify, among other things:

- relative proportion of in-state, out-of-state, or international calling destinations;
- excessive calls to the same destination telephone number, indicative of an automated call-forwarding device;
- excessive inbound calls;
- excessive calls made during business hours;
- excessive short-duration outbound calls made during business hours;
- excessively long calls to any single number;
- excessive calls made during a month, which can be indicative of “robo-calling” or commercial activity;
- a high volume of calls terminated and re-initiated consecutively, which in the aggregate result in excessive call lengths during a specific time frame; or

- other unusual or atypical calling patterns indicative of an attempt to evade Comcast's enforcement of this Policy.

If the review reveals calling patterns that are indicative of use that is inconsistent with reasonable, typical residential use as described above, then Comcast may enforce this Policy by taking one or more of the actions indicated below.

How can I track my calling usage?

You may view your call details records by logging onto the Xfinity Connect website with your username and password at: <https://connect.xfinity.com/voice/callhistory>. Alternatively, you can log into Xfinity.com, click your profile icon from the top-right corner, and select "Check Voicemail" from the drop-down menu. Once you access the Voicemail page, you can view all of your missed, answered and placed calls for the past 90 days by clicking on the "Call History" tab on the left-hand side of the page. If you do not have access to the web, you can call the toll-free number listed on your monthly bill and a customer service agent can provide this information upon appropriate verification of your identity.

What obligations do I have under this Policy?

All subscribers and all others who use the Service, including the telephone number(s) assigned to you (the "customer," "user," "you," or "your"), must comply with this Policy. Your failure to comply with this Policy could result in the suspension or termination of your Service account. If you do not agree to comply with this Policy, you must immediately stop all use of the Service and notify Comcast so your account can be closed. In addition to being responsible for your own compliance with this Policy, you are also responsible for any use or misuse of the Service that violates this Policy, even if it was committed by a friend, family member, or guest with access to your Service. It is also your responsibility to secure the Customer Equipment and any other Premises equipment or programs not provided by Comcast that connect to the Service from external threats such as access to your wiring at a network interface device on the exterior of your premises.

How will I know when Comcast changes this Policy and how do I report violations of it?

Comcast may revise this Policy from time to time by posting a new version on the Web site at <https://www.xfinity.com/policies> or any successor URL(s) (the "Xfinity.com Policies Site"). Comcast will use reasonable efforts to make customers aware of any changes to this Policy, which may include sending email announcements or posting information on the Xfinity.com Policies Site. Revised versions of this Policy are effective immediately upon posting. As a result, subscribers should read any Comcast announcements they receive and regularly visit the Xfinity.com Policies Site and review this Policy to ensure that their

activities conform to the most recent version. You can ask questions regarding this Policy to, and report violations of it by calling Comcast at 877-842-2107.

How does the Policy complement Xfinity's Subscriber Agreement?

The Subscriber Agreement includes terms that prohibit uses and activities involving the Service that have the potential to cause harm to the network or are unlawful. It also contains terms that relate to use of the Service in a manner that is inconsistent with reasonable, typical residential calling and usage patterns as determined by Comcast in its sole discretion. This Policy also prohibits manipulation of the Service to enable its use, at a location other than the service address provided to Comcast at the time of service initiation, with the exception of online features or mobile applications provided by Comcast. Unless otherwise provisioned through a Comcast-provided, internet-based or mobile application, calls must be originated or terminated as applicable at the service address listed on the account.

How does Comcast enforce this Policy? What happens if I violate this Policy?

COMCAST DOES NOT MONITOR THE TELEPHONE CONVERSATIONS OF ITS CUSTOMERS IN ORDER TO ENFORCE THE POLICY. However, Comcast reserves the right to investigate Service accounts that it suspects do not comply with this Policy, including by reviewing call traffic patterns and volumes. Such review may be undertaken in order to, among other things, ensure effective operation of the Service, identify violations of this Policy, and/or protect the network, the Service, and Comcast users.

Comcast prefers to inform customers of inappropriate activities and give them a reasonable period of time in which to take corrective action. Comcast also prefers to have customers directly resolve any disputes or disagreements they may have with others, whether customers or not, without Comcast's intervention. However, if the Service is used in a way that Comcast or its suppliers, in their sole discretion, believe violates this Policy, Comcast or its suppliers may take any responsive actions they deem appropriate under the circumstances with or without notice. These actions include, but are not limited to, the immediate suspension or termination of the Service. Neither Comcast nor its affiliates, suppliers, or agents will have any liability for any of these responsive actions. These actions are not Comcast's exclusive remedies and Comcast may take any other legal or technical actions it deems appropriate with or without notice.

During a review, Comcast may suspend the account or accounts involved and/or block long distance calling that potentially violates this Policy. You expressly authorize and consent to Comcast and its suppliers cooperating with (i) law enforcement authorities in the investigation of suspected legal violations, and (ii) other network or facilities suppliers

in order to enforce this Policy. Upon termination of your Service account, Comcast is authorized to delete any voicemail associated with your account (and any secondary accounts). The failure of Comcast or its suppliers to enforce this Policy, for whatever reason, shall not be construed as a waiver of any right to do so at any time. You agree that if any portion of this Policy is held invalid or unenforceable, that portion will be construed consistent with applicable law as nearly as possible, and the remaining portions will remain in full force and effect.

You agree to indemnify, defend, and hold harmless Comcast and its affiliates, suppliers, and agents against all claims and expenses (including reasonable attorney fees) resulting from any violation of this Policy. Your indemnification will survive any termination of the Subscriber Agreement.

Revised and effective: May 16, 2025.