



As we prepare for the anticipated impact of Hurricane Ian, please be aware of Comcast’s readiness plans related to the storm for the residential and business community for The City of Lithonia.

We are closely monitoring the path of Ian and are prepared to respond to storm related damage. We are staging materials, fuel and supplies for deployment to the areas where we expect to experience damage to the Comcast network. To facilitate this effort and ensure efficient communication with first responders and other service providers, we are communicating with state and local emergency management agencies. Early access to areas impacted by the storm to assess the extent of the damage is critical to timely restoration of Comcast services—including connectivity to cell towers, government facilities and emergency 911 services.

In support of those impacted by the storm, Comcast will open approximately 108,000 Xfinity Wi-Fi hotspots for use, at no charge, to both Comcast and non-Comcast customers.

We will communicate updates on outages and restoration efforts to Comcast customers via email, as well as traditional and social media. Customers are encouraged to visit our Twitter account @ComcastSouth for regular storm updates and to communicate with us via Twitter @ComcastCares.



Stay connected



Keeping you connected

We're committed to keeping you connected during storm Ian

See how

Severe weather is expected in your area and may cause widespread power outages that could affect your Xfinity service. We'd like to share important information and to remind you of the ways you can stay connected to your Xfinity services in case of an outage.

Download our apps



Xfinity App

Get updates on outages, report service interruptions, and see when your service is expected to be restored.



Xfinity Stream

If you're an Xfinity TV or Internet customer, download select shows and movies so you always have something to watch during an outage or when you're not at home.



Xfinity WiFi Hotspots

Xfinity Internet customers, you have access to millions of Xfinity WiFi hotspots nationwide. Download the WiFi Hotspots app to easily find your closest hotspot.



Xfinity Mobile

Xfinity Mobile customers, you can easily adjust your data plan at any time. Plus, you can turn your mobile phone into a hotspot if you need to connect multiple devices to the Internet and don't have WiFi. Data rates apply.

Use these tips to stay connected [View online](#)

Severe weather is approaching.

We'll help your business be ready so that you can stay up and running.

Severe weather is heading toward your area, which may cause power outages and interruptions in your Comcast Business service. We're here to help you plan ahead with the information and services you need to ensure business continuity.

READ MORE
or
WATCH THE VIDEO

Here are the steps you need to take now to be ready for whatever comes your way:

- Sign in to [My Account](#) and enroll in outage text alerts.**
If an outage occurs, you'll get real-time service updates.
- Download the [Comcast Business App](#) and enable [Be Anywhere](#).**
Allow your device to make calls with your business's Caller ID.
- Enable [Call Forwarding](#).**
Make sure your mobile device is set up to receive business calls.
- Locate your nearest [Xfinity WiFi hotspot](#).**
In case of an emergency, make sure you know where the closest one is.
- Ensure you've set up [Connection Pro](#).**
Automatic wireless backup will help your devices stay up and running.
- Don't hesitate to call if you need assistance.**
As always, we're available to help 24/7. Contact us at 800-391-3000

Don't forget: It's easy to check the status of your services.