

## **XFINITY “Internet Speeds”**

Please review the following additional context and clarification regarding how internet speeds are delivered and how they may vary across different devices in your home.

When an internet provider guarantees a specific speed—such as 500 Mbps, for example—that speed is delivered directly to the modem (in this case, our equipment). The modem serves as the primary gateway connecting your home to the internet, and this is the portion of the service that we can actively monitor and manage.

Once the signal reaches the modem, it is distributed to your devices (e.g., smartphones, laptops, smart TVs) via either Wi-Fi or wired connections. At this stage, several factors can influence the actual speed experienced by each device:

- **Wi-Fi Signal Strength:** Distance from the modem and physical obstructions like walls or furniture can weaken the signal.
- **Device Capabilities:** Older devices may not support higher speeds. For instance, a phone from a few years ago might only handle up to 100 Mbps, even if the modem receives 500 Mbps.
- **Network Usage:** Multiple devices using the internet simultaneously (streaming, gaming, video calls, smart home equipment) share the available bandwidth.
- **Router/Extender Performance:** If you're using additional networking equipment, its quality and configuration can also impact speed.

While we can guarantee the speed to the modem, the speed each device receives depends on these internal factors. That said, there are occasionally issues within our control. When concerns are reported through the appropriate channels and a technician is dispatched, we can investigate and identify any broader issues affecting the service in your area. These may include defective equipment, wiring issues, signal interference, or—though rare—problems with the node or plant.

To resolve such issues efficiently, we recommend contacting our support team at 1-833-501-1909. Our representatives can perform back-end diagnostics and determine whether a technician visit is necessary. You can also reach out through our website at [Xfinity.com/support](https://xfinity.com/support), by logging in to your account, or by visiting a local Xfinity store.

For speed testing, it is suggested to use multiple tools to get a well-rounded view. While writing this email, Xfinity ran tests on two devices:

- Work laptop (connected via Wi-Fi): 485.9 Mbps download on one site, and 59.7 Mbps on another
- Personal desktop (hardwired to a Comcast-provided modem): 1013 Mbps download on one site, and 1105 Mbps on another

These results show how different devices and testing platforms can yield varying outcomes. In addition to the Xfinity app, which aligns closely with what our technicians see, Xfinity recommends trying [speedtest.net](https://speedtest.net), [fast.com](https://fast.com), and [testmy.net](https://testmy.net). Please note that these are not Comcast-endorsed tools, but ones that have been found useful.