

COMCAST ACCESSIBILITY

Comcast Accessibility Services can support:

- **Closed Captioning**
- **Enabling Audio Description**
- **Voice Guidance for TV Guide**
- **Braille bills, large-print channel lineups**
- **Large button Xfinity remote or voice remote control**
- **Assistive technology, such as Xfinity web remote eye tracing and pairing Bluetooth hearing aids**
- **Troubleshooting Xfinity TV, Internet or Voice for our customers with disabilities**



You can reach the center 8:00 AM - 11:00 PM ET, seven days a week, by:

- **Calling 1-855-270-0379 and saying “Accessibility” or describing the issue (“large-button remote”, “closed captioning”, etc.)**
- **Using our accessible chat service at https://www.xfinity.com/xfinityassistant/?intent=other-style_accessibility-chat**
- **Emailing accessibility@comcast.com**

**You can also get help and support online
at [xfinity.com/accessibilitysupport](https://www.xfinity.com/accessibilitysupport)**

Audio Description with Xfinity

To turn audio description on, use the voice control feature of the Xfinity Voice Remote.

- **While watching a full screen video, press and hold the voice control button on your Voice Remote and say "audio description." The voice control button is the third button up from the OK button in the center of the remote and is shaped similar to a slightly indented rectangle.**
- **If audio description is available on the program you're watching, it will begin playing immediately. If you hear another language or no audio at all, press and hold the voice control button and say "video description" again to turn video description off.**