



# Customer Service Options

Peru, Illinois

## Direct Payment Options



### Postal Mail

Checks and credit cards accepted.



### Online

Credit and debit cards accepted.

[www.comcast.com](http://www.comcast.com)



### Direct Debit

From participating banks.



### Phone

Credit and debit cards accepted.

800-COMCAST

## Retail Partner Payment Options



### Check Into Cash

1002 Shooting Park, Peru, IL



### Wal-Mart

5307 Rd. 251, Peru, IL



### Hy-Vee

1651 Midtown Rd., Peru, IL

## Appointment and Equipment Options



### Make Appointments

Comcast Customer Service is available toll-free , all-day, every day at 1-800-COMCAST (1-800-266-2278).



Local technicians will continue to work seven days a week with 2 hour appointment windows available for service calls.



Some services can be restored right on the phone. If needed, a service call will be scheduled. If the problem is outside wiring, our service or equipment, there will be no charge for the service call.



Customers can order some new services and upgrades with a self-installation kit, pay shipping instead of an service call fee. In many cases the shipping fees are waived.



### Return Equipment

Comcast equipment can be returned as is, without wrapping or a box, to any local UPS Store. Store personnel will package the equipment, ship it directly to Comcast and provide a receipt - all at no charge to the customer. There is no longer a need to wait for shipping boxes to return.



Customers can track their equipment via UPS.com with the tracking number provided on their receipt.



All associated charges will be removed from the account within 2 weeks of the equipment being returned.



Customers may arrange for UPS to pick up the equipment at their home. However, there is a fee charged by UPS for home pickup.