

TECH COMCAST

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Massive Comcast Xfinity outage disconnects TV and internet across the US

So far there's no word on what is causing the issues

By [Richard Lawler](#) | [@rjcc](#) | Updated Nov 9, 2021, 12:28pm EST



Photo by Jeff Fusco/Getty Images for Comcast

This morning many Comcast Xfinity subscribers woke up without their usual services. Reports indicate the system was down, or at least unsteady, in areas stretching from Chicago to Philadelphia, New Jersey, and South Carolina. Looking at [DownDetector](#), issues had been reported earlier in the Bay Area, but it's unclear if those are connected to the problems people saw this morning.

Comcast has released a statement regarding the outage. According to a spokesperson, "Earlier, some customers experienced intermittent service disruptions as a result of a network issue. We have addressed the issue and service is now restoring for impacted customers, as we continue to investigate the root cause. We apologize to those who were affected." It appears that most of the people who reported problems have confirmed they're back online. There's still no word on exactly what caused the problem or how many people were impacted at its peak.



A message on the company's outage status page (if you could reach it, which many people couldn't) noted an issue and said it would be resolved at 10:49AM ET, without revealing why it had such a specific timeline. Customers trying to reach phone support reported only getting a dial tone or error message in response.

Some people, like me, were able to get online this morning without an issue while using Comcast's cable internet, but the number of reports from home and business customers alike shows the issue was widespread.

Disclosure: Comcast is an investor in Vox Media, The Verge's parent company.



Xfinity Support 
@XfinitySupport 

Replying to @blfarris

Thank you for reaching out! I do apologize you are experiencing a service interruption in your area. We are currently having connection concerns around the nation, our network team is working hard toward a resolution. Thank you for your patience! -MR

9:42 AM · Nov 9, 2021 

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Update November 9th, 12:29PM ET: Added tweet from @XfinitySupport noting the issue has been addressed and updated article accordingly.