



**For Immediate Release**

**Comcast Continues to Repair Damages from Hurricane Ian,  
Restore Services in Southwest Florida**

*Estimated Restoration Timelines Issued for Impacted Areas*

**FORT MYERS, Fla – October 10, 2022** - Comcast's response team of more than 1,700 technicians and network maintenance and engineering specialists continue to make steady progress repairing the damages to its equipment and infrastructure caused by Hurricane Ian.

Currently, 13 of Comcast's service areas in Southwest Florida have been predominantly restored, which means that its network in those locations is operational, and service has been restored to more than 90 percent of the customers there.

There may still be small pocket outages in some areas, which impact services for individual homes or neighborhood streets. Comcast crews will continue to work until services are restored for all customers in every service area.

**Restoration Timeline by Location**

**Charlotte County                      ESTIMATED RETURN OF SERVICE\***

Cape Haze	October 15
Don Pedro Island	October 21
Port Charlotte	October 15
Punta Gorda	October 15

**Collier County**

Ave Maria	Predominantly Restored
Golden Gate	Predominantly Restored
Golden Gate Estates	Predominantly Restored
Immokalee	Predominantly Restored
Naples	Predominantly Restored
Barefoot Beach	October 21
Everglades City	November 16
Marco Island	October 15
Old Naples/Port Royal	October 21
Vanderbilt Beach	October 21

**DeSoto County**

Arcadia	Predominantly Restored
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**Hendry County**

LaBelle	Predominantly Restored
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**Highlands County**

Sebring	Predominantly Restored
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**Lee County**

Bonita Springs	Predominantly Restored
Lehigh Acres	Predominantly Restored
Alva	October 11

Boca Grande	October 22
Bonita Beach	October 21
Cape Coral	October 15
Captiva	December 16
Central Fort Myers	October 11
Fort Myers	October 11
Fort Myers Beach	November 15
Iona Lakes	October 21
North Fort Myers	October 15
Pine Island	November 23
Punta Rassa	October 21
Sanibel	December 16

**Polk County**

Lake Wales                      Predominantly Restored

**Sarasota County**

Palmer Ranch	Predominantly Restored
Sarasota	Predominantly Restored
Casey Key	October 21
Englewood	October 11
Longboat Key	October 21
North Port	October 11
Siesta Key	October 21
Venice/Nokomis	October 11

*\*These dates are estimates and are subject to change*

Restoration timelines are based on assessments of the damages to Comcast’s network and the condition of its equipment and infrastructure in impacted areas where crews are currently working to make repairs.

In some areas, commercial power has been restored, but Xfinity services are not back up yet because its equipment and lines in these areas require significant repairs before services can be restored to customers there.

Customers in locations that are listed as predominantly restored may need to re-start their modems for services to work properly again. If their services are still not working after that, customers should chat with a [Xfinity assistant](#) online for help or call 1-800-XFINITY (1-800-934-6489) to report service interruptions.

Customers in an area that is not listed above that are still without service should first check for the latest information on outages in their area by visiting the [Status Center](#) or checking on the [Xfinity app](#). If that customer’s location is not in an area with a reported outage, they should report that their service outage by chatting with a [Xfinity assistant](#) online for help or calling 1-800-XFINITY (1-800-934-6489).

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