



Southwest Florida Network Restoration Timeline

OCTOBER 10, 2022

[Update as of 10/17/22 at 10:10am](#)

Our response team of more than 1,700 technicians, network maintenance and engineering specialists continue to make steady progress repairing the damages to our equipment and infrastructure from Hurricane Ian and restoring connectivity to impacted customers as quickly as possible.

For our customers in our restoration areas, we hear you and understand your frustration. No matter the circumstances, our crews will continue to work until we have restored services for every impacted customer.

Currently we have 25 service areas that are predominantly restored, which means that our network in these locations is operational and approximately 90 percent of customers in these areas now have services restored. It is important to note that in these areas, our teams are still working on small

pocket outages that might impact an individual home or a neighborhood street.

Restoration timelines are based on the assessments of damage to our network and the condition of our local plant in the impacted areas where we are currently working to make repairs.

Restoration Progress by Location

Charlotte County – Estimated Return of Service

Cape Haze – **Predominantly Restored as of 10/15**

Don Pedro Island – 10/21

Port Charlotte – **Predominantly Restored as of 10/15**

Punta Gorda – **Predominantly Restored as of 10/15**

Collier County – Estimated Return of Service

Ave Maria – Predominantly Restored

Golden Gate – Predominantly Restored

Golden Gate Estates – Predominantly Restored

Immokalee – Predominantly Restored

Naples – Predominantly Restored

Barefoot Beach – 10/21

Everglades City – 11/16

Marco Island – **Predominantly Restored as of 10/15**

Old Naples/Port Royal/Parkshore/Moorings – 10/21

Vanderbilt Beach – 10/21

DeSoto County – Estimated Return of Service

Arcadia – Predominantly Restored

Hendry County – Estimated Return of Service

LaBelle – Predominantly Restored

Highlands County – Estimated Return of Service

Sebring – Predominantly Restored

Lee County – Estimated Return of Service

Bonita Springs – Predominantly Restored

Lehigh Acres – Predominantly Restored
Alva – Predominantly Restored as of 10/11
Boca Grande – 10/22
Bonita Beach – 10/21
Cape Coral – **Predominantly Restored as of 10/15**
Captiva – 12/16
Central Fort Myers – Predominantly Restored as of 10/11
Fort Myers – Predominantly Restored as of 10/11
Fort Myers Beach – 11/15
Iona Lakes – 10/21
North Fort Myers – **Predominantly Restored as of 10/15**
Pine Island – 11/23
Punta Rassa – 10/21
Sanibel – 12/16

Polk County – Estimated Return of Service

Lake Wales – Predominantly Restored

Sarasota County – Estimated Return of Service

Palmer Ranch – Predominantly Restored
Sarasota – Predominantly Restored
Casey Key – 10/21
Englewood – Predominantly Restored as of 10/11
Longboat Key – 10/21
North Port – Predominantly Restored as of 10/11
Siesta Key – 10/21
Venice/Nokomis – Predominantly Restored as of 10/11

If you are in a predominately restored location and find that after restarting your modem your services are still not working, the lines delivering service to your home may be damaged. Please go to the **Status Center** to troubleshoot or use your **Xfinity App** to chat with a representative or call 1-800-XFINITY (1-800-934-6489) to report your service interruption.

If your location is listed with a future restoration date and you have questions regarding your account, please chat with a representative through your **Xfinity App**, or via Twitter, send a direct message to **@XfinitySupport**.

For Comcast Business customers, please contact at any time at (800) 391-3000 or sign into My Account to chat with a Comcast Business support representative.

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