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How can I trust these reviews about Xfinity Mobile? How can I trust these reviews about Xfinity Mobile? Verified 2,454,170 reviews on ConsumerAffairs. We need contact information to make sure our reviewers are real. We use intelligent software that helps us maintain the integrity of feedback. Our moderators read all the reviews to check the quality and helpfulness. For more information on reviews on ConsumerAffairs.com please visit our frequently asked questions. Rachel Hiram, GA Verified Reviewer Original Review: August 24, 2020I new Xfinity Mobile customer. I called customer service this morning for the first time because I couldn't get my number to port on my new phone correctly. The customer service representative was beyond fantastic. He was friendly, thorough and went above my expectations. I wasn't pushed around purgatory from my department. He stayed on the line with me, explained every step of the process, and called my previous carrier with me. When my previous carrier couldn't help us because their systems didn't work, an Xfinity representative kept my contact information and called me 4 hours later (when my previous carrier told us that the systems should go back to the internet) to contact my previous carrier again and make sure my needs were taken in time. He didn't pass the buck or give up the frustrating situation, he saw it through and I was genuinely amazed. So far I am delighted with the customer support of my new mobile operator! Christina Jeannette, PA Verified Reviewer Original Review: June 23, 2020 I should give both good and bad reviews here. First, don't bring your own xfinity phone. I got what I thought was a lot (check out my Samsung review to find out what it's not) from Samsung on the S20. I called Xfinity before ordering it to make sure it would work. They said: Of course, no problem. I called when I got the phone and they said they had to add a line and send me a SIM card and call when I get a SIM card. I called when I got the SIM card and they got me to put my old SIM card in a new phone and a new SIM card in the old phone and then canceled a new line. The next day I could call, but I didn't have the internet. I called again. The first call was 40 minutes and two representatives before they hung up on me. The second call was 70 minutes on hold, 20 minutes with the first representative, 30 minutes off tier 2, and 15 minutes off the tier 3 before they told me to go to the Xfinity store and they would make me a sim card. So I went to a store where they can't make a 5G SIM card. But (here are five stars) the staff at the North Huntingdon PA Store knew what to do, and on the phone with very useless phone people through a few reps (first hung up in the store!) they didn't give up, although it was past closing time while my phone was working. Read the full review of Toya Pittsburgh, Pennsylvania Verified Reviewer Reviewer Review: April 13, 2020Y has been a customer of Xfinity Mobile for the past 2 years. I had a very reliable service, even when traveling outside the Comcast service area. When I was traveling from the comcast service area; my ISP is automatically changed to Verizon. They offer the latest phones and devices on payment plans with a good insurance plan that allows you to upgrade after 1 year of payments. When the screen on my Galaxy broke I had to pay \$20 to have it fixed. Overall, Xfinity Mobile is a great plan for Comcast internet customers. However, when I moved into my new home with Fios installed and unsigned from Comcast's internet service my account increased \$40, (\$20 per device) and I was told that I was no longer able to upgrade my phones. My service with xfinity mobile is still very reliable as a non-comcast internet subscriber; I just no longer get it for a better price. I have (paid in full) 1 iPhone 11 and 1 Galaxy s9, my monthly bill is currently \$165.84 for unlimited service on 2 lines and insurance on 2 devices and \$20 for the device fee for non-comcast internet subscribers. Read the full review of Rosalie Tacoma, Washington Verified Reviewer's Original Review: April 12, 2020Xfinity Mobile Plan uses the Verizon network. They allow you to choose which billing plan you want to use and then change as your needs change. The downside is buying a phone; However, the choice of the phone covers price ranges and has current models. You can have up to five phones on your account. Conversations and text are free. Just pay for the data. Data Plans: Choose an unlimited plan for specific phones if you need it. Or share data between phones. Coverage is good across the country. The dead spots are the same as everyone else's. NOTE: You should have Xfinity Online, but you can customize your phone to use Xfinity Safe Hotspots so you can save on data. Clara Jacksonville, FL Verified Reviewer Original Review: March 31, 2020 I've never had any problems with Xfinity. Mobile service is very cheap. You can pay for the concert or get unlimited. I've only been approached once since I was Xfinity. You can also change your data plan in the middle of the month if you know what you are going to. You can pay between \$12-\$45. I think it's great that you don't have to have a high-priced plan if you don't need it! So \$12 a month is excellent, especially for seniors who are on a fixed income! Angel of Naples, FL Verified Reviewer Original Review: October 8, 2020I month with call break services almost all the time after the reset of statistics and the network does not have a result. No matter how cloudy or sunny the same Google is the Internet, but the network to call a bad time call and no one solved my problem. Nothing cheap is good. Levi Independence, MO Verified Reviewer Original Review: October 8, 2020TLDR: Xfinity made me pay a large sum of money for the recalled phone they have possession. They sent me another I have to make payments on. I bought a new phone in January, the Samsung A70, it was not designed for the US market and had a few issues. By July it was largely unfunctioning, due to firmware errors. Removing calls every 3-5 minutes usually, sometimes I could be on the phone for up to 12 minutes before the towers would kick me. In the end, after a few snous calls, I was helped by someone in customer service. The new phone was sent 9/1/20 and received 9/3/20. The shipping label I got didn't work. I called and asked for a new one. 9/11/20 I was told I would get one. In the next 48 hours... I didn't. Because of the long wait time and work in two jobs. I was past the 20-day mark and was billed \$450. On 9/26/20 I finally sent a real and working shipping label. I was told to put my return phone in a new phone box and send it back and I will be refunded. At 10/2/20 they got an item and I was expecting my return. On 10/8/20 I contacted them regarding a refund. I was told that the broken phone has physical damage and will not receive a refund. The images sent to me (only on request) clearly do not show any damage present. After being on the phone for an hour today, I came to the conclusion that Xfinity released a product that was not functioning made me buy it and then start making payments for a new phone. They have poor customer service and as a company they don't care about the consumer... Check out on Reddit. Read Cindy Portland's full review, or Verified Reviewer's Original Review: September 18, 2020I signed up with Xfinity Mobile in July and had to purchase a new phone from them to get the service. After a couple of weeks, it was obvious that there was something wrong with my phone. I couldn't make calls or take calls sporadically at first, and then more and more often. I would try to send a text message and they too came back failed. I refused calls, missed calls, messages saying people couldn't contact me. I took my phone to the Xfinity store and was told that my Samsung A70 phone was being reminded of all the same problems that I had. Unable to solve the problem in the store, I had to call to get my phone replaced. The first night was 2 hours to fix the problem to prove that the phone had a problem. I had to call the next day for level 2 controls to replace my phone. I called and had to go through the reset program on the phone again. It was found my phone was still not working. I was transferred to another person (45 minutes of waiting). She took all my information and told me that my new phone would arrive in 2-3 days, and I was to send the old back, or I will be charged for it. I waited 10 days for the phone to arrive, it is not. I called again (another wait). It was said that there were no records of me being sent and Phone. We had to start over. Then the review was corrected by Samsung and there was nothing Xfinity could do. I called Samsung, who told me Xfinity had to take care of it and all they could do was send me to U Broke I fix it shop. I've never had such terrible customer service. But I still have to pay for a phone that doesn't work. I'm beyond Upset. Read the full review of Corinne Jewels, UT Verified Reviewer Original Review: September 10, 2020They force you into getting your internet services back when the internet is experiencing a glitch and forced to use data because you are working from home and have no other option that makes you switch your data, they do nothing to accommodate you at all when the downtime is not your fault at all. Customer service is sorely lacking. Services work very slowly as it is. I wouldn't trust them as a reliable service at all. T-Mobile FAR is better when it comes to General service and customer service. Save time and money and go elsewhere. This is way overpriced for subpar service. Deborah Carbondale, CO Verified Reviewer Original Review: September 6, 2020I switched to Xfinity Mobile to save money and purchased a new Samsung A-70 phone for \$500, which became faulty in a month or so. It took 2 days to connect the new phone as soon as it arrived. I experienced a call dropping, unable to send texts and random wrong numbers when recruiting friends. Someone even threatened me for bothering them when I recruited a friend. Apparently they got my calls unintentionally several times. All I got for 3 days many hours trying to get back the phone was nothing but diversions from 7 different operators on the helpline, although they know that this phone is defective. It's absolutely ridiculous! I want my money back and the phone, which is actually somewhat reliable! I feel like the consumer I've been ripped off! 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