

## Reality vs. Comcast's Xfinity Home Security Claims

*“The Board finds that common sense would prevent it from adopting Comcast’s interpretations.”*

From the Massachusetts Board of Electricians’ Appeals Decision ordering Comcast to comply with the life-safety systems laws.

**Comcast claims** its Xfinity Home security system it is not covered by the state’s security system laws because it uses wireless devices. Asserting this alleged wireless loophole, Comcast claims it doesn’t need to apply for licenses, permits and inspections that insure only qualified people following safety codes install security systems in Massachusetts.

**Reality:** The board ruled that state security systems law does cover wireless components and Comcast must adhere to the law. In fact, qualified, licensed security system companies in Massachusetts have been using wireless components for years.

**Comcast claims** that even if its Xfinity Home security product is a security system as defined by Massachusetts law, the company is still exempt from the licensing and permitting rules because Xfinity Home security is an IP (Internet protocol) system that communicates over the Internet.

**Reality:** This is absurd on its face. As the board concluded, “common sense would prevent it from adopting Comcast’s interpretations. Specifically, to adopt Comcast’s view, the Board would essentially need to find that if any service uses internet protocol (then) any laws or regulations governing hardware are no longer in force.”

**Comcast claims** a Memorandum of Understanding (MOU) it negotiated with the Patrick Administration clears up any public safety questions about the installation of their systems.

**Reality:** The MOU in question is a voluntary agreement. In the document, Comcast asserts it is not bound by the state’s security system licensing laws or regulations and Comcast can unilaterally terminate the MOU with 60 days notice. Furthermore, the MOU does not require criminal background checks and Certificates of Clearance on all individuals who install, service or support Comcast Xfinity Home security systems. MSCA’s counsel believes the MOU is invalid and undermines the authority of the Legislature which enacted the licensing law.



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