

Frequently Asked Questions

What is Operation Old Glory?

Operation Old Glory is Comcast's nation-wide flag replacement program led by our Veterans Network (VetNet) Employee Resource Group. Through this program, our Flag Ambassadors honor people's connections to the American flag and give back to the communities we serve by replacing worn or damaged flags on homes and businesses free of charge, whether the owners are customers or not.

Who are Comcast Flag Ambassadors?

Flag Ambassadors are Comcast employees who volunteer to participate in Operation Old Glory within their local communities. Many ambassadors are military veterans inspired to continue their service to the country by honoring and caring for people's connections to the American flag.

How did Operation Old Glory start?

In 2017, a Comcast field technician and U.S. Navy veteran thought replacing homeowners' unserviceable flags for free would be an impactful way to give back to the community. The program was an immediate success and started expanding. Today, the program exists in all Comcast service areas.

What happens to the old flag?

Our Flag Ambassadors are trained on the customs and courtesies for properly handling the American flag, including the 13 Folds tradition. After replacing the flag, our Flag Ambassadors will either provide the old flag to the property owner or coordinate with a local community organization for a dignified disposal.

How do Flag Ambassadors identify flags that need to be replaced?

Our Flag Ambassadors take pride in facilitating this small but meaningful act of service in the communities where they live and work. If they see a flag that looks worn or tattered, our Comcast teammates will reach out to the property owner to see if they would like to participate in the program.

Are replacement flags only for residential housing, or can businesses receive a new flag, as well?

We're honored to serve any residential or business owner displaying the American flag. Our goal is to honor people's personal connections to the flag through a simple act of service.

What kind of flags are provided to property owners?

Flags provided through Operation Old Glory are made in America and supplied by a veteran-owned business. We can provide flags ranging from 3'x5' to 6'x10'.