

Baywinds Comcast Bulk Agreement – FAQs

April 23, 2019

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I. Comcast Bulk Agreement & Billing

When will my HOA increase to include the bulk services from COMCAST?

- **HOA dues will increase by \$60 from \$276 to \$336 per month effective July 1, 2019**

Should I stop my autopay?

- **Stopping autopay is not required.**

Everyone pays a month in advance and HOA billing starts June 15th, how will residence get refunded?

- **Residents will be refunded a prorated amount depending on their bill cycle.**
- **Residents can call in to get a refund check.**

If I have a problem with the bill, installation or service who do I call?

- **1-800-XFINITY (1-800-934-6489)**

What is in the agreement?

- **Bulk Video – Digital Premier**
- **Bulk Internet – Blast Internet**
- **Bulk Voice – Voice Unlimited**

What TV services will be provided in the bulk services?

- **Channels in the Limited Basic, Digital Starter, Digital Preferred Lineups. Premium Channels HBO, Showtime, Cinemax, Starz, TMC, Music Channels, Video On Demand**
- **Residents may access Xfinity.com to view resident specific channel lineup**

What is the speed of the internet?

- **Blast - 150 Mbps**

When / how can I access my Comcast channels remotely and on what devices (e.g. phone and tablet). <https://www.xfinity.com/stream/>

- When?
 - o By June 1, 2019 all residents who do not have a seasonal hold on their account and already have Xfinity TV will be able to access updated lineup via their television or the devices noted below.
 - o By June 1, 2019 all residents who already have Xfinity Internet will have the increased speed in the new agreement
- How?
 - o Smart Devices that connect to Wi-Fi or data such as cell phones, tablets and devices

Can I stream my Xfinity services outside the US?

- Xfinity TV content cannot be live streamed outside of the United States. However, programs downloaded to your mobile device via the Xfinity Stream app before you leave the US, can be viewed offline anywhere, even while you're in other countries.

How can I stream on my smart TV?

- Yes, via the Xfinity Stream App, if App is available on your TV. Please check to see if your TV model can support the Xfinity Stream App. There are technical complexities to connect your TV or laptop, please call Xfinity for details on how to connect. 1-800-XFINITY (1-800-934-6489)

Does the Comcast bulk contract affect my cell phone?

- No

Will I still have my Netflix account with the change? What If I have / don't pay for Netflix through COMCAST?

- The change to the bulk services will not affect a residents Netflix subscription.

What about the COMCAST protection plan, is that included in the bulk?

- No

Am I required to use comcast email (comcast.net)?

- A resident is not required to use their Comcast.net as their email address.

II. Timing of the new services

When will the new channels and services start?

- New Bulk services will be available by June 1, 2019

How will residents be notified about the new bulk services by Comcast?

- A letter will be sent out to all residents notifying them of the services included in the Bulk agreement, the effective date of the services and the three ways they are able to schedule for the new bulk services to be installed (i.e. 1-800-XFINITY/1-800-934-6489, Xfinity Store, Deployment Event)

How will residents continue to be informed about the new bulk services by Baywinds?

- Master Board meetings
- Baywinds mailings and emails
- Neighborhood emails and updates
- Handouts at the clubhouse
- www.BaywindsComcast.com (link from current Baywinds website by May 1, 2019)

When will I get my new equipment?

- New X1, Internet and phone customers - Equipment will be delivered when technician arrives to complete the required professional install.
- Existing X1 customers – If additional box(es) are needed, resident may pick up additional box at scheduled deployment event or at a Xfinity Store however Comcast recommends scheduling a professional installation as well.

III. Installation of new services

When can I start making appointments for installation?

- When resident receives Comcast letter in early May, residents may begin calling in to make an appointment for a professional installation of the new bulk services

How do I make an appointment for installation?

- 1-800-XFINITY / 1-800-934-6489 (Bulk Center of Excellence call center)
- Xfinity Store
- On-Site Comcast Deployment Event

Has the number changed from 1-800-COMCAST to 1-800-XFINITY.

- Yes, 1-800-XFINITY (1-800-934-6489) is the recommended number for bulk customers and will be directed to call centers in the US specializing in bulk customers.

How long will it take to get an appointment once I call to make an appointment?

- Comcast will install between 20-30 homes per day depending on scheduling by residents

How long will it take for everyone to complete the installation?

- Comcast can install 20-30 homes per day.
- Scheduling of installs is first in, first out. No prioritization can be set.

What happens during the installation?

- Technician will come out to install all devices in the home, the cable modem/gateway, X1 DVR box, 2 X1 HD boxes, and phone line.
- Technician will make sure all services are working prior to leaving the home
- Technician will provide a brief tutorial on the X1 functionality

When the technician comes to the home and the technician determines a wireless box is needed will they install the box and is the cost included?

- The need for a wireless box is determined at the discretion of the technician. If in fact a wireless box is needed, one will be installed at no additional cost.

How long will it take to install the new equipment in my home?

- This is dependent upon the home and locations desired for the boxes to be installed and can take anywhere from 2 – 7 hours.

Will Comcast install new equipment in the home?

- Yes, for new X1/Internet/Phone customers
- For existing X1 customers, if resident has end of life, legacy equipment or the need for additional devices Comcast will provide. If resident has the latest equipment for their tier of internet, then there is no need to exchange.

Is any of the equipment being installed refurbished?

- Some equipment may be refurbished.

When you change out my DVR to an X1 DVR, will I lose any of my recordings?

- Yes, recordings saved onto a resident DVR device will be lost when the DVR is swapped out.
- If you have an X1 box and keep that box and your current recordings are kept.
- You will need an X1 DVR to receive all features of the new bulk service.

Do I need to be home for the installation?

- Yes, a resident or authorized adult on resident account will need to be present for install.

If I am not home, can I authorize someone to be at my home for the installation?

- A resident may have an authorized adult at their home during the installation.

Can I have a Comcast come to my house to install the services prior to May 15th? Will I need to pay extra to install prior to the May 15th?

- A resident may call to have the services installed prior to May 15th however they will be billed at retail pricing for the installation and the new services until the effective date of the new bulk.

Can I pick-up new devices myself?

- X1 installations require a professional installation. New X1 customers will not be able to pick up equipment themselves. A technician will need to be scheduled to go out to the home.
- For existing X1 customers, equipment additions/upgrades can be done by resident after May 15, 2019 however it is recommended to schedule a professional installation to be sure legacy and end of life equipment is upgraded.

Will the Comcast Store come to Baywinds during the installation period?

- Yes, dates to be determined

What equipment / services will change if I have X1 already?

- Equipment changes are dependent upon the number of X1 boxes currently in the home well as age of equipment.
- If a resident has what is included in the bulk then an equipment change may not be necessary.
- If a resident does not have all boxes included in the bulk then the number of boxes may change.
- Service changes are dependent upon what customer has today. Services included in the bulk will be removed from retail billing by 6/1/19.

What will change in equipment if I don't have X1 already?

- Dependent upon what a resident has today, the cable modem/gateway, X1 DVR box and two X1 boxes will be brought into the home to replace or in addition to some of the boxes already in the home. A resident may choose to keep more than the 3 boxes included in the bulk and pay retail for the additional boxes.

Can I keep my current DTA's once the bulk package is installed?

- A resident may have up to 3 comcast boxes as part of the bulk. Any additional boxes are paid for at the retail rate.

Are Wi-Fi extenders included in the bulk package?

- No, they can be purchased at the Xfinity store.

What will change if I have Comcast triple play?

- If a resident has a Triple Play that consists of Video, Internet and Voice the changes may be to activate X1, change out boxes or there may be no change at all in the home and only a billing change will occur by June 1, 2019. This is all dependent on what customer has today.

What if I'm seasonal, how and when do I call to get installation scheduled?

- Seasonal customers are always able to contact Comcast at 1-800-XFINITY / 1-800-934-6489 to schedule an installation. Reminder – an authorized adult must be present at time of installation.

For Seasonal Customers:

- If resident does place hold, they will have to call in after 90 days of the activation of the hold to give permission/consent to activate bulk.

Can I put my bulk on seasonal hold?

- No, bulk services cannot be placed on seasonal hold.

Can COMCAST wave the 90 day seasonal hold requirement so that seasonal residents can put their services on hold for less than 90 days?

- Comcast is unable to waive the 90-day seasonal hold requirement.

How do you contact the seasonal residents that have already left?

- Comcast will mail letters to every home address on file (billing address) notifying them of the steps they can take to schedule their professional install.

IV. Phone

Can I keep my phone number if I switch from Current provider?

- Yes, resident should be able to port phone number from AT&T (or other provider)

What is the process to switch my Current phone provider to Comcast?

- When order is placed for installation of bulk services, the resident will need to inform the person taking their order of their desire to keep their phone number from current provider. The representative will explain the process. Resident **SHOULD NOT DISCONNECT** current phone service prior to the Comcast installation taking place.

What if I don't have a home phone today, what do I need to do?

- If resident chooses not to use the phone line provided in the bulk nothing will need to be done.
- If resident chooses to use the phone line, they will need to have a physical phone set.

What happens if I need more than one phone line?

- Residents can have more than one phone line, however they will have to pay retail pricing for additional lines.

How will the phone be installed?

- Phone line will be installed at time of installation by the technician.
- Phone line will come out of the cable modem/gateway.

What countries can I call for free as part of my unlimited phone line from COMCAST (e.g. Canada) **The below countries are subject to change*

- Domestic long distance calling, including calls to Puerto Rico, US Virgin Islands, Guam, Saipan/N. Mariana Islands, Canada and American Samoa, China, Hong Kong, India, Mexico, Singapore and South Korea.

What services are included in the phone line? (e.g. call forwarding, call waiting, voice mail)

- Three-Way Calling
- Anonymous Call Rejection
- Call Forwarding
- Call Forwarding Selective
- Call Return
- Call Screening
- Call Waiting
- Caller ID
- Caller ID Blocking per Call
- Caller ID with Call Waiting
- Repeat Dialing
- Speed Dial

When I switch over to COMCAST phone will the jacks in the rooms in the house still work?

- This will be dependent upon inside wiring of the home.
- Technician will advise when completing professional installation.

Can I use my comcast phone for my current ADP security service?

- Yes, the Comcast phone line may be used for current ADP service.

What happens to my Comcast phone if the power goes out?

- The Comcast phone line comes from the cable modem/gateway. If power goes out the phone line is affected until power is restored.

What if I need to boost the signal for my cell phone? Is this something that COMCAST can help with?

- Cell phone signals are separate from the Comcast services going into each home.

Can I add a battery backup to my cable modem, and would that protect me during a power outage?

- Yes, a resident has the option to purchase a battery backup.
- Backup times vary based on battery backup purchased.

V. Other Services

What if I want to change my cell phone (e.g. AT&T) from another provider to Xfinity?

- A resident can change from their current cell phone provider.
- Contact 1-800-XFINITY (1-800-934-6489), visit a store or chat with Comcast online for more info.

If I have other services, how and when should I terminate these services (e.g. AT&T internet, etc.) to avoid loss of services

- A resident should not disconnect service with an alternate service provider prior to Comcast services being installed.
- Once Comcast has installed services, call to confirm changes / charges have been moved over.

What if I have fiber optic from AT&T? What changes?

- Fiber from AT&T is a separate network from Comcast.

REMINDER – ONCE COMCAST TV, INTERNET AND PHONE SERVICES ARE INSTALLED RESIDENT MUST CONTACT PREVIOUS PROVIDER TO DISCONNECT TV OR INTERNET AND VERIFY BILLING WILL STOP.

VI. Training

When can we expect training classes, Q&A and training opportunities?

- Events will be planned and coordinated with property staff and Comcast to provide product training to residents. These dates are to be determined. Residents will be notified of scheduled dates upon determination.

Will comcast have someone stationed in the club house to answer question and for how long?

- Comcast will have representatives onsite during scheduled training events and during the deployment events to assist residents with questions. Dates and times are to be determined

If I have a problem with the bill, installation or service who do I call?

- 1-800-XFINITY (1-800-934-6489)