

# **XFINITY Communities™**

**Better Service. Better Entertainment. Better Living.**

To [Soda Springs Ranch](#) Association Members,

Congratulations – your Association has subscribed to upgraded High Definition TV and High Speed Internet services from Xfinity Communities. The installation process is a partnership between you and Comcast.

The upgrade includes the following services and equipment for each residence and will be installed during bulk install dates below.

Features of cable boxes & modems;

Features/Functions	Up to 2 HD Adapters	X1/HD Box	XB3
On-screen channel guide	x	x	
45 channels of music	x	x	
Xfinity on Demand – over 60,000 free titles		x	
Purchase/Rent On Demand or Pay Per View		x	
High Definition - HD channels	x	x	
150 Mbps download/5 Mbps upload with an All-in-One cable modem and dual band wireless network			x

The installation of the upgraded equipment is scheduled to start **June 11<sup>th</sup>**. So that we may provide the best service for both parties, please review the following guidelines that facilitate the installation of new services and equipment to your residence.

**\*\*\*If you have an account in your name, please follow these steps:**

- Send an email to [kimberly\\_seitzer@comcast.com](mailto:kimberly_seitzer@comcast.com).
- State your unit number and that you authorize Comcast to upgrade the equipment in your unit and to change the billing on your account to reflect the services and equipment now provided by the Association.
- If we do not receive this authorization prior to the planned install period, you will need to set up an onsite appointment for a different date and time that works with your schedule.

**\*\*\*If you DO NOT have an account in your name, you DO NOT need to do anything.**

For owners *with or without* an account these guidelines will be followed during the installation:

- Our installation team will need to visit each residence to install upgraded video equipment and Internet modems.
- The technician will need access to all coaxial cable outlets to test signal strength, replace older splitters and upgrade fittings. The technician will not move furniture to access a TV or outlet.
- The technician must be accompanied at all times during the installation process by a representative of the owner or property management.
- Technicians will install video equipment on existing outlets, however not all outlets may be covered in the HOA agreement. It is the responsibility of the owner or

## **XFINITY Communities™**

### **Better Service. Better Entertainment. Better Living.**

resident to arrange for the installation of additional services, outlets and equipment after the bulk installation is completed.

- HDTV equipment includes a 6-foot HDMI cable.
- Video and Internet equipment should never be moved from one residence to another.

After the install you are free to call the Xfinity Communities Bulk Customer Care Center at **855-307-4896** or visit a local Xfinity store for any of the below needs.

- To help the support representative locate the account tied to your residence, please have your street address, zip code, and unit number available, or your personal account number
- Report and troubleshoot technical issues with the services or equipment.
- Set up an onsite appointment for a date and outside of the bulk installation period or for a trouble call.
- Create a personal billing account to subscribe to additional Xfinity services or equipment such as a DVR, Xfinity Voice or Xfinity Home security; also to allow the purchase of Xfinity on Demand video titles or Pay Per View events. Monthly retail fees are,
  - *HD Digital Video Recorder (DVR) is not included and remains the residents' choice. To Swap out the bulk provided X1/HD receiver for the X1/DVR the monthly fee would be \$9.95. To ADD an X1/DCR in your unit the monthly fee is \$19.95 plus taxes.*
  - *Additional HD Adapters are \$5.99 and HD receivers are \$9.95 plus taxes.*
- Create credentials to access subscribed services via a web browser or mobile applications. For more details please visit [www.Xfinity.com/Apps](http://www.Xfinity.com/Apps).
- Answer any questions about a personal account.

To learn more about the X1 entertainment platform visit [www.Xfinity.com/X1](http://www.Xfinity.com/X1).

Thank-you,

Xfinity Communities