

## Comcast FAQs

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### 1. When will I receive my Comcast bulk rate internet and upgraded cable TV service?

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**A:** Comcast will install equipment in residents' homes in phases from about mid-September through mid-December, with the first phase targeted to begin on Sept. 16. Copies of the schedule are available at the Administration Building reception desk, both Clubhouse E&R offices and on ([residents.lwmc.com](http://residents.lwmc.com)).

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### 2. How will I know when Comcast is coming to my home?

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**A:** You will receive a postcard in the mail from Comcast about two weeks before equipment installation begins in your mutual. The postcard will include instructions on how to schedule your home's installation appointment. Appointments will be available 7 days per week, with appointment time slots available from 7:30 a.m. to 5 p.m. (last appointment of the day).

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### 3. I lost the postcard Comcast sent to my home, or I didn't receive the postcard. What should I do?

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**A:** Call the Comcast bulk service phone number at (855-638-2855) to schedule an installation appointment.

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### 4. I rent the unit I live in and the current Comcast account is in the unit owner's name. Is it OK if I schedule an installation appointment?

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**A:** Yes, but only if you have the account holder's information, including account numbers and password. You may also wish to communicate with the unit owner about the installation.

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### 5. I'm already a Comcast customer. Do I need to let Comcast know I'm going to be part of this new bulk rate service?

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**A:** Cable TV and internet billing rates will automatically be adjusted to the bulk rates when the contract begins Jan. 1, 2020. No action is required on your part.

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### 6. I currently use another internet and/or cable TV provider. Should I cancel my service?

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**A:** Comcast recommends that you cancel your service after installation is completed in your home.

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### 7. I just moved to Leisure World and I need Comcast to install internet service now. What should I do?

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**A:** Call the Comcast bulk phone number at (855-638-2855) to schedule an internet service installation. When you receive the postcard from Comcast, schedule a second installation appointment for upgraded internet and enhanced cable TV service.

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**8. I'll be out of town/not available when Comcast is scheduled to install equipment in my mutual. What should I do?**

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**A:** Let Comcast know by calling the bulk service number at (855-638-2855) or emailing (comcast\_leisureworld@comcast.com). Comcast will work with you to schedule an alternate date for your installation.

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**9. Can I have a neighbor or friend let Comcast into my unit on my behalf?**

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**A:** Yes, if the neighbor or friend is 18 or older. Let Comcast know when you schedule your installation appointment. 😊

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**10. I am moving out of my unit before Comcast installs equipment in my mutual. What should I do with the Comcast equipment I currently have?**

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**A:** When you call to cancel your Comcast service, you will be given the option of either shipping back the equipment or dropping it off at the closest Xfinity Service Center.

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**11. I am moving out of my unit after Comcast installs equipment in my mutual. Should I leave the equipment in the unit?**

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**A:** No. All equipment should be returned to Comcast (See #10). New equipment will be assigned to the new resident after you vacate the unit.

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**12. I don't use the internet. Do I have to schedule an installation appointment with Comcast?**

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**A:** It's not required, but strongly encouraged. Allowing Comcast to install new equipment in your home will provide you with an upgrade to your cable TV service. Installation is free now, but if you change your mind later, there will be a charge.

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**13. What can I expect on the day of installation?**

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**A:** Comcast estimates that installation in each home will take about 1-2 hours and asks that residents make the inside of their homes accessible for the technician to install equipment. The technician will provide a brief overview of how to use the new services. Each resident's individual SSID (name of Wi-Fi network) and password will be provided to them on a pamphlet for future reference.

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**14. What equipment will I receive?**

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**A:** Each unit will receive (2) two-way HD digital cable terminals, (2) X1 voice remote controls, (2) digital transport adapter one-way receiver terminals and remote controls, and (1) Wireless Gateway modem compatible with Comcast's Xfinity xFi service.

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**15. Will Lifeline work with the VOIP?**

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**A:** Yes, but it will go out during a power outage. Lifeline subscribers can purchase a special battery that can provide backup power.

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**16. I have a DVR. Can the movies and TV programs I've saved on it move to the new Cloud-based DVR Comcast is providing?**

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**A:** No, saved programs will not transfer to the Cloud-based DVR.

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**17. How much will the bulk rate internet and upgraded cable TV service add to my monthly fee?**

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**A:** Beginning January 1, 2020, each Leisure World unit will receive both internet and cable TV service for approximately \$58.75 per month (\$55 for the Comcast bulk rate, plus approximately \$3.75 for taxes and fees required to be paid to regulatory authorities). The eight-year bulk contract rate contains an annual increase of three percent on the Comcast bulk rate portion.

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**18. Q: I have more questions about Comcast services and equipment. What should I do?**

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**A:** You can stop by Clubhouse I to speak with a Comcast representative, attend the upcoming forum on Sept. 11, from 4-6 p.m. in Clubhouse I or call Comcast's bulk phone number at (855-638-2855).

*Note: This FAQs document is continually updated as Comcast provides more information to Leisure World about the bulk rate service and installation details.*