

Comcast Xfinity provides internet and enhanced cable TV service to Leisure World residents at a bulk rate paid monthly by homeowners as part of their monthly assessment. More information is available at residents.lwmc.com > Amenities & Services > Comcast Xfinity.

1. I am a new Leisure World resident; how do I get Xfinity services installed?

A: Call Xfinity Bulk Services at 855-638-2855 to schedule an installation appointment. You will need your address, phone number and social security number. If you're an existing customer, you'll also need your previous Xfinity account number.

2. I am renting the unit I live in. How can I schedule an appointment if the account is not mine?

A: Xfinity customer service representatives can only speak to authorized users on an account. If you are not authorized to make changes, the account holder will need to call to schedule the installation.

3. Can I have a neighbor or friend let an Xfinity technician into my unit on my behalf?

A: Yes, if the neighbor or friend is 18 or older they can allow an Xfinity technician in to perform the installation. Let the Xfinity representative know when you schedule your installation appointment.

4. What can I expect on the day of installation?

A: An Xfinity technician will arrive at your home within a two-hour window. Xfinity asks that residents make the inside of their homes accessible for the technician to install equipment; this includes clearing furniture that is blocking cable outlets.

5. What equipment is included in the bulk rate contract?

A: Equipment includes (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 Xfinity xFi service.

6. How much does the bulk rate internet and upgraded cable TV service add to my monthly assessment?

A: As of January 1, 2024, each Leisure World unit receives both internet and cable TV service for approximately \$64 per month. The eight-year bulk contract rate contains an annual increase of three percent.

7. Does Lifeline work with Xfinity's VOIP?

A: Yes, but it will go out during a power outage. Lifeline subscribers can purchase a special battery that can provide backup power by calling 855-638-2855.

8. My internet's speed is not as fast as I expected it to be. Why?

A: Speeds are dependent on the limitations of the device you are using. If you have an older computer, tablet or phone, your internet's speed may be slower. Technology changes often, so even a device that is just a few years old may not be able to achieve a higher speed.

9. I have a DVR. Can the movies and TV programs I've saved on it move to the new Cloud-based DVR Xfinity has provided?

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

10. I am moving out of my home in Leisure World. What should I do with my Xfinity equipment?

A: You must return all Xfinity equipment. There are two ways to do so:

- visit your Xfinity Store in the Aspen Hill Shopping Center; or
- Stop by a local UPS store. A UPS representative will pack and ship the equipment back to Xfinity at no cost to you.

11. Q: I have question about my bill or service. What should I do?

A: For questions about your Xfinity bill or service, you can:

- call Xfinity at 855-638-2855
- visit the Xfinity Store in the Aspen Hill Shopping Center (13529 Connecticut Ave.)
- visit an Xfinity representative in Clubhouse I on Wednesdays from noon-3 p.m.

12. Q: If I phone 855-638-2855 to sign up or add extra service to my account, what can I expect?

A: For a new Xfinity customer:

Xfinity Prompt: *Enter or say the zip code where you have or want service.*

Your Response: [Enter or say your zip code]

Prompt: *I'll need a phone number or account number to look you up; which would you like to use? Or, if you're calling to sign up for new service, say "New customer"*

Response: Say "New Customer."

Prompt: *Are you calling to activate equipment you recently received?*

Response: No

Prompt: *Enter or say the zip code where you have or want service.*

Response: [Enter or say your zip code]

Prompt: *Which are you calling for: New service? Activate equipment you received? Or about a previous account?*

Response: Say, "New service."

A: For an existing or previous (before Leisure World) Xfinity customer:

(calling from a phone that is associated with an existing or previous Xfinity account)

Xfinity Prompt: *I have the numbers of your street address as... is this the account you're calling about?*

Your Response: Say "Yes" if calling from the phone associated with your Leisure World account; say "No" if calling from a phone still associated with a previous account

[Follow further prompts, which will lead to:]

Prompt: *OK, let's continue. which can I help you with..."*

Response: Say, "Add services."

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