

Village Plaza / Q & A about new Xfinity Internet service / new equipment

The first day you can reach out to order equipment or make an appointment for installation of equipment **is FRIDAY AUGUST 1ST**.

In anticipation of that date **please read the following THOROUGHLY**. What follows are answers to the most often asked questions from the community.

The critical info for after August 1 is on the very last page of this memo.

Q 1 – Adjusting balances due in August for those who currently pay for internet / modem or other paid services.

- HOW WILL WE KNOW OUR BILL HAS BEEN ADJUSTED CORRECTLY?
- WHO specifically TO CALL IF WE THINK IT HAS NOT BEEN ADJUSTED CORRECTLY?

Xfinity: The billing system will automatically adjust the credit for the new services on 8/1/25. Residents can contact the Bulk Center of Excellence directly at 833-501-1893, Standard Customer Service at 800-934-6489, use the Xfinity app to view their bill, or visit the local Xfinity Store. From Sharon – keep in mind you won't see your actual bill until the normal 'billing day' for your account. (might be able to see it online sooner?)

Q 2: Some of our residents subscribe to sports channels and perhaps other paid programming via Xfinity. Will those prices change as August 1 arrives? (how can they anticipate their revised bill total?)

Any services that are not included in the new bulk agreement will remain on their bill as a personal retail charge. Retail pricing generally updates in January of every year, if any price changes occur before then, the customer will be notified on their personal retail bill. If any of their current services are no longer needed, they can contact customer service or use the Xfinity app to update their plan and services.

Q 3: DVR service – many of our owners subscribe to DVR services now.

- **Xfinity – Those recordings can be viewed on any X1 box within the home or the Xfinity Stream App**
- **If they want to add DVR (to retain far more than 20 hours) they can upgrade to either 150 hours for \$10 per month or \$20 per for 300 hours. If a resident is paying for the upgraded 150 hours or 300 hours, the extra 20 hours don't apply.**
- **If they do not have DVR service today, they will have 20 hours 'in the cloud' when the new agreement is activated on 8/1/25 . That 20 hours is a monthly total, then it is erased when a new month begins. Ask about those details.**

- IMPORTANT NOTE FOR CURRENT DVR CUSTOMERS:
 - **If a resident has a 150 or 300 hour hard drive based DVR, they will lose their recordings if they upgrade to a new Cloud based DVR or the Wireless 4K box. New recordings will be stored in the cloud and will not be lost going forward. Only hard drive-based recordings will be lost if the box is changed.** (From Sharon: Be sure to ask what you have now and how your recordings will or won't still be available ... so you fully understand what you've ordered.)

Q4: Wired equipment is already installed ... vs wireless new equipment including voice- activated remotes Is there an advantage to residents who are comfortable with their wired connections to continue using them?

- **Xfinity – Residents can continue to use the wired X1 boxes if they desire. New Wireless 4K boxes are available by request and would be included at the same proposed rate.**
- **Xfinity – the new Cloud based DVR TV boxes with 20 hours of storage included require an internet connection. They can be connected via Wi-Fi for wireless or Ethernet for wired**

Q5: We've been told that some of our residents are currently paying for the Music Channels and possibly for other channels that have been part of our contracted services.

Xfinity – Please see the attached new channel lineup highlighted in green. Music Channels are included at no additional charge. If they have a legacy package that charges for the Music channels, it will go away on the new agreement.

- Can residents who have been billed incorrectly over time reach out to arrange for a refund?
 - **Xfinity – Please contact customer service, use the Xfinity app or visit the local Xfinity Store for any billing needs. Each request must be handled individually by the resident.**

Q 6: Residents who might want to get an Xfinity cell line vs their current carrier.

- Will the fact that we are part of a bulk agreement help to reduce the cost of cell service for our residents?
 - **Xfinity – If a resident has Xfinity Home Internet, they are eligible to have the \$25 line access fee charged by Xfinity Mobile removed. Current Home internet customers should not be charged the \$25 fee and once the new agreement activates on 8/1/25 – new mobile customers or customers without Xfinity Home internet are eligible for the \$25 line access fee waived**

After 8/1/25 -- VP has a new bulk agreement with Xfinity that provides both TV and Internet

HOW TO ARRANGE FOR IN-HOME INSTALLATION / CHANGE OF EQUIPMENT, ETC.:

Before you call for an installation appt. please have the following information at hand:

- **Your Xfinity account # (on your bill or look online)**
- **Your complete / correct address including unit #**
- **The phone # connected to your account**
- **Your calendar to confirm your availability day / time**
- **Call the Bulk Center of Excellence at 833-501-1893 and IDENTIFY YOURSELF AS A RESIDENT OF VILLAGE PLAZA, BULK SERVICES AGREEMENT**

or Standard Customer Service at 800-934-6489

Or visit one of the Xfinity Stores - 6511 S Tamiami Trl, Sarasota (Stickney Point and Tamiami)

Or University Parkway at Honore, Bradenton.

Ask the person on the Xfinity side:

- the # of TV connections you have (you are entitled to 3 TV connections) ... is your equipment adequate for voice activated remotes? Is it older and in need of upgrading?
 - **Xfinity - If a customer has any TV box that is not an X1, they are eligible for an upgrade. Our billing system shows all active equipment and will flag the agent to suggest replacing if needed.**
 - **If they do not have a current Internet service with us, they will be granted 1 gateway/modem that is both wired and wireless**
 - **Xfinity – We offer appointments with a 2-hour window. We offer installations 7 days per week during normal business hours.**
- **CAN I CALL IN ADVANCE OF 8/1 TO MAKE AN INSTALLATION APPT that will take place after 8/1?? NO ... NO... NO.**
 - **Xfinity – Residents cannot request the new installation until 8/1/25 or later**
- **SNOWBIRD BEWARE: NO CHARGE FOR IN HOME INSTALLATION THRU 2/1/2026**
 - **Xfinity – There is a 6-month installation window from 8/1/25 until 2/1/2026. If a resident contacts us after 2/1/2026 to schedule an installation the standard fee of \$100 will be charged.**

The key # you need is **the Bulk Center of Excellence directly at 833-501-1893**

If you are having service problems reach out to them. Questions about your bill? Call them or visit one of the Xfinity stores for in-person assistance. Your condo board can't really help with service problems!

Answers provided by XFINITY; Edited by Sharon Whalen 7/20/25