

After 8/1/25 –

HOW TO ARRANGE FOR COMCAST EQUIPMENT

CHANGE OR IN HOME INSTALLATION:

Step 1: 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

Step 2: **Call the Bulk Center of Excellence at 833-501-1893**

IDENTIFY YOURSELF AS A RESIDENT OF VILLAGE PLAZA, BULK SERVICES AGREEMENT

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.**
- **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**

Other ways to check on billing changes or get equipment to install yourself:

- Call for billing issues; Standard Customer Service at 800-934-6489
- visit Xfinity Store - 6511 S Tamiami Trl, (shopping center at Stickney Point and Tamiami)

OR VISIT University Parkway at Honore, near Kohl's.