

HOW TO ARRANGE FOR COMCAST/XFINITY EQUIPMENT

CHANGE OR IN HOME INSTALLATION:

Re: TV / Internet Village Plaza has a long-term 'bulk contract' with Comcast / Xfinity for both internet and cable TV. Each of VP's 150 units is entitled to a free modem along with up to 3 TV outlets (that provide 110+ stations for viewing. You will have both TV and fast internet service as part of our bulk contract. You can find the list of stations included with this service on the website under Channel Listings. To establish service, visit the Xfinity store (Stickney Point and Tamiami Trail) or call for in-home installation for a \$100 fee. **Call Xfinity Bulk Center 833 / 501-1893 and tell them you are in Village Plaza under a bulk contract.**

Step 1: If you are an existing Comcast/Xfinity customer, before you call, please have the following information at hand:

- Your Xfinity account # (on your bill or look online)
- **Your complete Village Plaza address including unit #**
- The phone # connected to your account
- Your calendar to confirm your availability day/time if you want their installation services.

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

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

Step 3: Check your billing after services are set up to be sure all is as it should be.

Step 4: ARE YOU SELLING?

- When any unit is being sold, **the seller must return all equipment to Xfinity, pay all outstanding charges and close their account.** (Until you've taken this step you are responsible for any and all expenses associated with the home's account.)

INSTRUCTIONS FOR NEW OWNERS BUYING A VILLAGE PLAZA UNIT:

As a new owner, you must contact Xfinity, identify yourself as a new owner at Village Plaza. **The prior owner must close his or her account for that unit before you can establish one,** Be sure to mention that the community has a BULK CONTRACT for these services (they are included in your condo fee). You are entitled to the newest equipment (including voice-activated remotes); if the wiring is in place you can install the equipment yourself or choose in-home installation, which costs \$100.

To pick up equipment, visit the Xfinity store (Stickney Point and Tamiami Trail). For in-home installation: call **Xfinity Bulk Center 833 / 501-1893** (There is a \$100 charge) **Please note:** Unless you order additional features or special stations not included with our bulk contract, you should not have a bill for TV or internet services while living at Village Plaza.

ARE YOU RENTING? For short-term renters, the owner of the unit should have the equipment installed and available for your use. Depending on the terms of your lease, long-term renters will likely need the owner (or prior tenant) to return existing equipment and then **make your own arrangements as described above, as if you were a new buyer.** When you move, you will need to **return equipment, pay any outstanding charges and close your account as if you were a 'seller.'** Consult your lease and/or talk with the unit's owner about how these services are to be handled in your specific case. ***Village Plaza is not responsible for any additional purchases or expense outside of the 'bulk' agreement.***

TIPS WHEN CONTACTING COMCAST/XFINITY:

Ask the person on the Xfinity side:

- The # of TV connections you currently have with them. (You are entitled to 3 TV connections) ... Ask if your equipment is adequate for voice-activated remotes. Is it older and in need of upgrading?
 - **Xfinity says that if a customer has any TV box that is not an X1, they are eligible for a free upgrade. Their billing system shows all active equipment and will flag the agent to suggest replacing it if needed.**
- **If you do not have a current Internet service with Xfinity, you will be granted 1 gateway/modem that is both wired and wireless**
- **If you choose to have Xfinity do the install for you,** they offer appointments with a **2-hour** window. We offer installations 7 days per week during normal business hours.

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 Trail (shopping center at Stickney Point and Tamiami)

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

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