

### **Comcast Billing**

The upgraded bulk service agreement (Cable, Phone & Internet) between Comcast and the WCA will begin as of January 1, 2018. Individuals who receive a December Comcast bill that covers some portion of January should still go ahead and pay that bill. The prorated January portion of that payment will be seen as a credit in the February bill. If you have Comcast services that go beyond that which you receive through the WCA agreement, then the credit will be applied toward these services and will be reflected in your February bill. If you do not have any extra services, the February statement will show your credit and you can contact Comcast and request that they return this credit to you in the form of a check.

### **Revised Installation Fees for X1 Triple Play – Cable/Internet/Phone (including HBO and Showtime)**

For those of you who do not currently have Comcast Internet and/or phone service, you have the option to have X1 Triple Play, with 4 HD Boxes, installed for a \$60 fee. It was previously understood that there would be no installation charges after January 1, 2018. However, after further discussions, we have been advised that there will be a \$60.00 installation fee if you wish to have Comcast internet and/or phone service added prior to the fiber installation for your community.

**PLEASE REMEMBER, EVEN THOUGH YOU WILL BE PAYING A ONE-TIME \$60.00 INSTALLATION FEE, YOU WILL NO LONGER BE PAYING OUT OF POCKET FOR YOUR INTERNET AND/OR PHONE BECAUSE AS OF JANUARY 1,2018 THOSE FEES ARE INCLUDED IN YOUR WCA DUES.**

**IF YOU DO NOT MAKE THE SWITCH YOU WILL BE PAYING TWO PROVIDERS FOR THE SAME SERVICES.**

**TO MAKE THE SWITCH, PLEASE CALL 1-800-XFINITY ([1-800-934-6489](tel:1-800-934-6489)) AND ASK TO BE UPGRADED TO THE X1 TRIPLE PLAY WITH 4 HD BOXES AND X1 DVR SERVICE, EXTREME 150 INTERNET SERVICE AND XFINITY VOICE UNLIMITED – PLEASE DO NOT MENTION THE NEW WYCLIFFE CONTRACT.**

**ALSO, PLEASE DO NOT CANCEL AT&T UNTIL YOUR NEW COMCAST SERVICES ARE UP AND RUNNING AND COMCAST TELLS YOU ITS OKAY TO DO SO.**

### **Comcast Home Installation- Fiber**

The major portion of the construction project has been completed and the last few districts should have the conduit installed by end of this week. **The first Phase of home installation (Cambridge, Dover and Exeter)** is expected to begin toward the end of December, 2017.

You will receive notification from Comcast, by mail, as to when the new **fiber equipment** is ready to be installed by phase (see below). Included in the letter will be a list of services and a phone number to call to schedule your free installation (please do not call the WCA as we cannot schedule installations). **Do not call to schedule installation of the new fiber equipment until you have received this letter.**

During each phase, Comcast will hold a four (4) hour event on property for which residents can attend to ask questions directly of Comcast employees. The WCA will also have an owners' representative on call to be a liaison between Comcast and Residents (the WCA) in order to solve problems that arise during installation.

**Future phases:**

**Phase #2**

Andover, Barclay

**Phase #3**

Kensington, James Estates, Imperial Isle, Club

**Phase #4**

Huntington, Greenbriar, Fairmont

**Phase #5**

Manchester Greens, Laurel Estates, Manchester Lakes, WCA building

Thank you,

**Daniel Safran**

Community Association Manager | Castle Group