



10/21/2020

To the Ranch @ Roaring Fork Association Members,

Congratulations! Your Association is partnering with Comcast Xfinity to provide X1/High Definition & High-Speed Internet in your unit. Please read the below email carefully.

The Xfinity team will be onsite the weeks of Nov. 9th and 16th. The technicians will only enter your unit if you do not have the HOA provided equipment and services listed below:

Xfinity High Definition Video	Xfinity Internet
Digital Starter Channels with HD -1 X1 HD TV Box on Primary Cable Outlet with voice remote -2 HD Digital Adapters on up to 2 additional cable outlets	Performance Pro+ Internet -200Mbps download, 5Mbps upload -1 Wireless Gateway Modem with firewall, wired switch and dualband WiFi Access point

If the above date range does not work with your schedule, or you would prefer a specific appointment date and time, call 855-307-4896 or visit the local Xfinity store after November 16, 2020.

If you **have a personal billing** account in your own name, you may receive an auto generated email or text message detailing the change of billing to the HOA and/or the work order to install equipment. Please do not cancel the work order.

Please do not cancel your existing account with us. We will adjust rates on individual accounts that are covered by the HOA. All remaining services will continue to be billed directly to the unit owner.

- Our technicians must be accompanied by a representative of the owner/resident during the installation process and on service calls. Please confirm proper function of all equipment immediately following the installation.
- The technician will need access to all coaxial cable outlets to test signal strength, replace older splitters and upgrade fittings. The technician will not move furniture to access a TV or outlet.
- Technicians will install video equipment on existing outlets, however not all outlets may be part of the HOA agreement. It may be the responsibility of the owner/resident to arrange for the installation of additional services, outlets and equipment after the bulk installation is completed.
- Xfinity technicians do not fish wire through walls and will not drill into the wall.
- The Xfinity Bulk Support Center can be reached for questions and troubleshooting after installation is complete at **855-307-4896**.

When contacting Xfinity Bulk Support for the Condos please reference Account #8497-50-537-0080088

After the install:

- Please call the Xfinity Communities Bulk Support team at **855-307-4896**
- When calling in be prepared with your physical address and unit number
- Or, have a serial number from a piece of equipment
- Or, reference the current account number associated to your unit
- **Advise the agent that you would like to set up a personal account in your own name – do not choose the new customer prompt.**
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Thank you,
Xfinity Communities

Xfinity Communities Support 1-855-307-4896