

**Comcast Fiber Project
Plan & FAQ – Frequently Asked Questions
Revision: 9/4/2020**

Q. What is this project?

Phase 1: Comcast contract - upgrade for our community

Contract summary here: <https://poha1.net/comcast-proposal/>

Phase 2: Fiber Wiring and Comcast account management

- 1) Fiber optic network installed underground around perimeter of complex, with underground lines spliced to box on each building.
- 2) Fiber optic wire will run from box on each building to the main cable wall plate in the condo.
- 3) Full fiber network testing.
- 4) Comcast updates individual service accounts in preparation for fiber activation, and billing via HOA will be set up.

Phase 3: Activation

Fiber wiring and account management/billing setup is complete. Individual service accounts (condo owners) will be given a phone number and must personally call to schedule activation. There is a 90 day period in which the owner must contact Comcast. Any person over 18 years of age can open your unit and be present for activation.

Q. What is this project schedule?

Schedule and Status as of 9/4/2020 – note work days = week days M-F

Phase 1: Contract - Complete

Phase 2: Fiber Wiring and Comcast account management

Exterior fiber network and box on each building - Complete

Fiber wiring internal condos: 30 work days remaining: Sept 9 – Oct 20

Comcast account management: approx. 30 - 45 work days: Oct 21 – (Dec 1 or Dec 22)

- Wiring:
 - Outside perimeter of complex fiber installed: 100% complete
 - Connect each building to outside perimeter: 100% complete
 - Fiber network testing: 50%
 - Condo units fiber line run inside to one cable wall plate: 55%
 - Complete: Fairways at Par 5, Par 2
 - Partially Complete: Fairways at Par 1
 - Not started: Fairways at Par 4, Par One No. 1
 - Resume wiring condos Sept 9th
- Comcast account management: To be started after Fiber wiring and Full fiber network testing complete

Phase 3: Activation – Estimated start date range December 2 - 23, 2020

Q. What should I do with my current Comcast/Xfinity account and equipment when I leave for the summer?

Do what you have done every summer. Many people put contract seasonal/vacation mode at a charge of approximately \$8 per month.

Q. When will my unit be wired for fiber? How will you access my unit? What needs to be moved for the fiber cable run?

See communication from your condo association board. Each association and/or building type has different requirements. All condos should have keys on file in the office.

Q. How many TV boxes will I receive at no charge, per our contract Double-Bulk package?

Up to three TV boxes are included at no charge per our contract. Note: TV boxes will only be installed if there are TVs to connect.

Q. During wiring or installation, can Comcast run a cable to my second bedroom?

Our contract includes installing equipment only, in each condo unit, at no charge to the owner.

An owner may request installation or relocation of outlets, or the installation of any other equipment. These services will be billed to the unit owner at the Comcast current installation rate.

Note: A Comcast Wireless TV Box is available as a secondary box, if a wired connection is not available. The Wireless TV Box is intended for use as a secondary device in your home, in conjunction with a primary TV Box.

Q. When my condo is switched over to the Fiber Optic network, does this mean I can cancel my Comcast/XFINITY account?

Comcast will handle all the account management for us. You will still have a Comcast account for the condo address and it will be billed at \$0. The equipment is assigned to your account and for your use, but is owned by Comcast. The equipment must be returned when the account is closed – if for example you sell or transfer your condo to another person.