

Pars Comcast New Bulk Service & Equipment Upgrade

Condo owners must call Comcast to upgrade service

Notes before calling in:

- Know your current Comcast account number or last 4 digits of social security number
- DO NOT press “0” or try other methods to bypass the prompts. You WILL be disconnected.

Making the Call:

1. Dial 800-934-6489
 - a. If you call from a phone number associated with your account, the automated system will recite the numbers of your street address and ask if this is the account you are calling about. If the numbers are correct for your account at the Pars, say yes, if not, say no and follow 1b.
 - b. If you DO NOT call from a phone number associated with your account, there will be no prompt saying your address and you will need to say, or type in, your account number or a phone number associated with your account.
 - i. A number associated with your account is either your Comcast Xfinity home phone number or a cell phone number you have on file as your contact information.
2. Prompt asks “What can I help you with today?” Say “Upgrade Service.”
3. The prompt will then list options. The prompts should list Agent as the final option. Say “Agent.”
4. You will then be connected to an agent to assist.
5. Inform the agent your community has recently started a **new bulk agreement** and you would like to **schedule your installation of the new equipment** and connect to the fiber line that has been installed in your condo.

Checklist

- Gather Comcast account number or last 4 digits of social security number of the Comcast account holder.**
- If your service is on “vacation hold” (Seasonal Convenience Plan), no upgrade can be scheduled. Remove vacation hold (will take 24 hours), then call for upgrade.**
- Dial 800-934-6489**
- Say “Upgrade Service” at menu, talk to an Agent.**
- Inform Agent our community has recently started a new bulk agreement and you need to schedule your installation of the new services and equipment to the fiber line. Place order for additional services (additional services at your own cost). Example: phone service is Xfinity Voice Service, and you can request to keep your existing phone number.**
- Schedule service technician appointment. Technician will bring all the equipment. equipment from your account listing, and take the equipment when they leave.**

Our Contract

Equipment:

- WiFi Internet Modem (Gateway) with Performance Speed (100 Mbps of speed)
- 1 High Definition TV DVR (whole home recording device)
- 2 High Definition TV cable boxes
- Fiber Optic line has been installed in all condos

TV/System Package:

- Xfinity X1 digital platform with Naples bulk channel lineup (lineup document on our POHA website: poha1.net)
- X1 platform will include Voice remote control, On Demand, and DVR recording capability

Installation:

- No cost installation if scheduled within 90 days (Dec 1, 2020 – Feb 28, 2021)
- Each Comcast account holder will schedule a technician service visit at their condo. The technician will bring the equipment.

Payment:

- No direct bill to Comcast account holder
- The billing for the Equipment and TV/System Package, will be through the Monthly Condo Assessment

Additional Services:

- Telephone, Additional TV channels such as HBO, Epix, Showtime etc. billed directly to the Comcast account holder