

Xfinity Internet FAQs

Community Internet Service



What is the reason for the community internet service change?

We wanted to offer all residents another amenity that will add value and convenience to living at our community! This is a way for Xfinity high-speed internet service to be readily available for our residents — current and future — without the hassle of third-party contracts and with the added benefits below!

What benefits will I receive with the change to community internet service?

- Residents will enjoy fast (300 Mbps), reliable internet with no data cap!
- No more equipment fees and hassle! All required internet equipment for the level of service provided will be free of charge.
- Most residents will realize cost savings on their monthly internet expenses — and even more in the future as internet prices rise. You'll pay the same rate for the term of your lease with no interim increases!
- An easier internet set up and termination process, without having to go through a third-party provider (unless additional services are chosen).
- Say goodbye to 1-800 Comcast! Once your service starts, you will have access to an exclusive customer support line to answer all your Xfinity questions.

I am ready to sign up! What are my next steps?

- Contact the Rental Office about adding this service to your lease, and we'll take it from there!
- If you are already an Xfinity internet customer, no additional action is required of you (see more information below).
- If you are not an Xfinity customer, we will facilitate the change for you with Xfinity. Your only responsibility will be to disconnect your current service and install your new modem when it arrives.

If I already have Xfinity, what will I need to do to receive the community internet service?

Nothing! We will inform Xfinity of the service change date and will make note of the Xfinity internet equipment currently in your home. That internet equipment will now belong to the property and remain with the apartment.

I still have questions about community internet service. What are my next steps?

Please read through the information here, and if you still have questions, call the Rental Office for further clarification. We understand this is a new process, and we are here to help! Once you are enrolled, further assistance will be available from a dedicated Xfinity representative.

What will happen to my current Xfinity account and equipment once the community internet service goes into effect?

- The charge for the provided internet tier (300 Mbps) and any internet equipment charge will simply be removed from your Xfinity bill. If you do not subscribe to any additional Xfinity services, your bill will reflect \$0.00 and will list the service included in the package. You can expect a prorated bill following the change. The bulk customer line can help you with any billing questions.
- If you currently subscribe to Xfinity internet and have your own modem or an up-to-date rented modem, you will not have to change equipment.
- You will no longer be billed for the Xfinity internet equipment. If you have additional services requiring additional equipment, those equipment charges will be billed directly to you, as before.
- Your Wi-Fi network name and password will remain the same.

Will any of my other Xfinity services be removed or canceled?

No! Xfinity will only remove the charge for the 300 Mbps tier. Any additional services you subscribe to (higher speed internet tiers, cable, home phone, etc.) will remain on your personal account under your name and billing address and remain your responsibility.

What if I am currently paying less for internet than the community internet fee?

The community has a contract to pay Xfinity for the new internet service, so we are requiring all residents to be a part of the internet program at the time of their lease renewal. However, if you are paying less than the internet fee, please speak to your manager about your current plan and allow them to check into your account. Your current internet rate is typically subject to an increase after an introductory period, so you will likely find that, in the long run, you will still be saving money with this change!

Will I experience an interruption in service?

The transition should be immediate; however, neither Xfinity nor management can guarantee no interruption in service.

If I do not currently subscribe to Xfinity or have internet equipment, how will it be installed?

- Your new modem will be shipped directly to the Rental Office. When it arrives, we will contact you and you may choose to pick it up or have us place it inside your home.
- An installation instruction sheet will be provided.
- You can easily install the modem in 20 – 40 minutes (or less!) by simply placing a call to your dedicated Xfinity representative. If you need assistance, we will be happy to help with set-up or schedule an Xfinity technician for you.
- At the time of installation, you will choose your Wi-Fi network name and password and confirm that all equipment is working.

Will management or an Xfinity Tech be able to enable the new Wi-Fi on my printer, computer, tablet, or phone, while they are installing the new internet?

No. You will be given a Wi-Fi network name and password to connect to your additional devices. If you experience any problems, just contact your Xfinity representative.

Do I have to disconnect my services upon moving out?

It is recommended that you call 855-307-4896 to let Xfinity know you are moving out. That way they can make sure to reset the equipment for the next resident and cancel any other additional services you may have.

What will I do with the equipment when I move out?

The internet equipment (unless owned by you) will remain in the apartment as it will now belong to the apartment community. You will return the equipment for any additional services to Xfinity, as required before. When you terminate your service, please inquire about that process.

What if I have another internet and/or cable provider and I don't want to take advantage of the community internet service?

You do not have to switch to the community internet. You can keep service with another provider and decline the equipment install. However, you will still be responsible for payment of the internet fee to the property, as we are contractually liable to Xfinity for payment of services for all apartments in the community.