

The new Comcast service and you

If you weren't already aware, your hi-rise is getting free Internet and cable service from Comcast starting this month. This is a thank you for the PHA allowing them to place modems in all apartments. The new service is more secure, faster, and allows more devices to be connected. This service is available in the Community Room and on the main floor of your hi-rise. **It is not available in your apartment.**

If your hi-rise doesn't have this new wi-fi and cable service installed yet it should be done by July 16th.

Once the installation is complete and the new service is working you will need to call Comcast (or Centurylink in the case of Central) and cancel your existing Internet service. Failure to do so will mean that your hi-rise will continue being charged for Internet service (and cable if you already had that.)

The number to call is **1-800-391-3000**

You will need the account number for your hi-rise when you call.

Notes:

When you call make sure you are talking to a Comcast Business representative and not a Xfinity representative. When I called for Seal Hi-rise I got connected to Xfinity support somehow. They only handle residential Internet and not Comcast Businessclass.

While cancelling service a document will be sent to the email on file for you to sign. (This is done online via DocuSign.) This document states that you are voluntarily cancelling service. It's a good idea to keep a copy of this for your records. (At least until you are sure service is cancelled and your hi-rise is not being billed anymore.)

I also just found out that when you cancel service there is a 30-day grace period before the service is actually cancelled. You may receive another bill for that time period.

These next notes are more for Computer Admins, but it is good for all officers to be aware of this in case residents have questions.

About the service:

The new service will have a password on the network. The network name should be your hi-rise name. For example, Seal's is **SealHirise**.

The password should be the address of the hi-rise. It will be something like **825sealst** or **325laurelave**. Your manager should post this information once installation is complete.

The new service is provided as what Comcast calls "courtesy services." This level of service has some limitations on it.

These limitations are:

- ✓ The password can't be changed or removed. (At least by someone other than a Comcast technician.)
- ✓ Having a guest network or other network is not allowed.
- ✓ Hi-rises won't have account numbers or access to that information. (That I know of now. It is possible they will be getting some kind of billing statement but I'm not sure about that yet.)