

Comcast XFINITY HD Service at Charlestown

On Thursday, December 15, 2016, there were two Town Hall Meetings regarding Charlestown's [agreement](#) with Comcast to upgrade each resident apartment within Charlestown with High Definition television (from here on referred to as HD.) Following are some highlights of the plan.

Resident responsibilities:

- Make sure you complete the [Comcast Registration Form](#) with your personal information and return to General Services (from here on referred to as GS.)
- Check the box that allows GS to communicate with Comcast on your behalf in case of any future problems with your television service.
- If you prefer not to use the last 4 digits of your SS#, use any 4 digit code and write it down, as it will become the code that Comcast will have on record to authorize any changes of service to your account.
- To add other services to your account, call **1-855-638-2855**, using the information you registered, including your code.
 - Additional services requested by you, such as Pay-Per-View, HBO, a sports package, or a DVR will incur additional fees.
 - When Comcast XFINITY service is disconnected by a resident, any Comcast boxes must be returned to one of the Comcast Service Centers (Baltimore) or XFINITY stores (Jessup) or dropped off at any UPS store, where it will be packaged and sent at no charge.
 - Make sure to get a receipt.

General Services responsibilities:

- Arrange appointments for installation of the new Comcast Xfinity HD service in resident apartments on or around 1/17/2017
- Contact individual residents to schedule a time for installation, when resident will be available or get permission for GS and Comcast to enter, if resident will not be in the apartment.
 - There will be open dates at the end of the fixed schedule for first come, first served appointment times.
- Provide printed copies of [Comcast Xfinity instruction manuals](#)
- Serve as first point of contact if television service is interrupted.
 - GS will investigate initially and call Comcast for you, if needed.

Comcast responsibilities:

- Exchange previous boxes with HD boxes in ALL apartments, unless a resident already has HD service.
- Make sure boxes are the proper issue and functional.
- Provide GS with an instruction guide for updated HD service.

Check the [Xfinity Help & Support website](#) for user guides on all aspects of HDTV. You may notice that you have [more channels](#) in your service to choose from than are included in the previous basic service. There will be no charge to you for this upgrade and if you are currently paying \$9.95 for special HD services on your Comcast bill, the charge will be dropped or credited to your account beginning in January 2017. If any charges on your bill are incorrect, you must contact Comcast directly.

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