

Subject: Comcast to Hotwire Transition #4

From: Coral Trace HOA Board of Directors <board@coraltracehoa.com>

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To: <ava@bridgesights.com>



Communication Blast date: 7.30.22

All Residents of Coral Trace
Here is what you need to do!

IMPORTANT - Xfinity - HotWire

INFORMATION & UPDATE #4

Xfinity Community Agreement Final Day

Hello, Homeowners and Residents:

1. As a reminder, our Xfinity Bulk Agreement **expires at midnight tonight, 7/31/2022.**
2. If you are a Xfinity TV subscriber and would like to continue receiving TV content until Hotwire is installed in your home, below are the suggested action items you should take that were included in Update #3, as well as the options for you to consider.
3. As a reminder, once Hotwire is live in your home you then cancel your Xfinity service and return their equipment; your final Xfinity bill will be prorated based on usage for that final month.
4. See that Hotwire update below. Hotwire is scheduling their initial Consultations. You can schedule an appointment online or call the Hotwire number (800-355-5668).

REMINDER - What to do before Midnight, July 31st:

If you are a Xfinity subscriber and want to maintain TV services during the 1-2 month Xfinity/Hotwire gap, the following actions are STRONGLY recommended. Following this guidance will position you well to quickly convert over to the Hotwire services, under the new community agreement, without incurring significant early termination fees.

1. Call the number on the Xfinity Notice **1-888-893-0732.**
2. Tell the representative what services you are looking to extend on a **MONTH-TO-MONTH** basis, starting on August 1st.

3. **DO NOT** be persuaded to enter into a discounted (bundled) agreement that will require a long-term, 12-36 month commitment. **These individual contract agreements come with a committed term and will have high-cost early termination fees that you want to avoid!**

4. Lastly, once Hotwire is installed in your home you will be able to immediately cancel your Xfinity service and receive a prorated adjustment for that last billing cycle, once your Xfinity equipment had been returned.

Neighbor Experiences and Considerations:

We all understand and acknowledge the financial and other impacts and inconveniences this situation is causing for many of us. As we remain highly focused on minimizing these impacts, below are a few experiences and considerations that have been shared with us, and that we feel may help others:

- Be sure to **ONLY** use this number when calling Xfinity. **1-888-893-0732**. Calling any other Xfinity service number will not get you to the correct service team representative, and has led to some of our neighbors getting incorrect and/or misguided information
- Some of our neighbors have chosen to visit the Xfinity store in the West Delray MarketPlace (9173 W Atlantic Ave, Delray Beach, FL 33446). The staff there was friendly, helpful, and listened to the situation before making suggestions to minimize the financial impact.

Other service considerations based on feedback we have received:

- Look at your last Xfinity invoice to see which TV content package you currently have. Compare that to their other available TV content offerings (e.g. basic, Choice etc.) to see if you are utilizing all the channels. You may find that it is worth going to a lower cost package until Hotwire is in your home.
- Some neighbors have decided to only keep their internet services with Xfinity and then use a lower cost streaming service to access local and other channels. e.g. YouTube has a one service that was brought to our attention. There are others. **REMINDER: Be sure that any services, including streaming services, which you sign up for are Month to Month and carry no termination fees!**
- If you do cancel your TV services with Xfinity, as stated in their letter, remember you will need to return your equipment by August 10th to avoid additional rental charges. Ask your representative about return options (Store, UPS etc.)
- With the expanded use and dependence we all have on cell phones, many neighbors are canceling their in-home phone services, whether with Xfinity, AT&T or another provider.

- Note: In some cases, Xfinity is stating that it may be cheaper to keep a phone for the two months to maintain a multi-service discount. Ask that question if you currently have Xfinity phone service.
- If you have an existing home phone and want to keep your current phone number, you will have to keep that service on a month-to-month plan. Be sure to tell the representative that this is important to you.

Hotwire Installation Update as of 7/31/2022:

- Conduit runs around the lakes and up home lake facing home has been in process, and fiber optic lines are being fed through them.
 - The utility easements are being flagged for all other home to facilitate the same process.
 - Hotwire teams may be working on weekends, and have been instructed not to start before 9am
5. Hotwire has sent an invitation to all homeowners to schedule a consultation visit or call. This needs to occur before an installation be scheduled, once the service is available to come into your home within the next few weeks. Appointment can be scheduled online or by calling the Hotwire number (800-355-5668).
- If you rent your home and have not received information from your landlord, you should contact them to confirm their approval for having you manage the installation process. Once installed, you will then be able to sign up to receive the community services and subscribe to other service options.

Now being in the full construction phase of bring the Hotwire services into the community, we will soon be enjoying the benefits of TV, DVR and Internet services on over fiber optics. We are almost there!

Thank you,
The Board

And now, a word from one of our community sponsors.



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