

To: Beachplace Owners  
Subject: Comcast Upgrade

There has been some additional information about the details of the Comcast upgrade that we wanted to get to you.

1. The letter that Comcast promised to have to you by today has been delayed. We just received a draft copy which needs to be revised before it is sent out. However, the below is the important information from the letter about how to upgrade your service. You have three options for setting up any changes.
  - a. You can visit the Comcast store at 5231 University Parkway on or after May 1<sup>st</sup>.
  - b. You can call Comcast at 800.934.6489 on or after May 1<sup>st</sup>.
  - c. Comcast representatives will be at Beachplace in the clubhouse on May 7<sup>th</sup> from noon to 4pm and again on May 9<sup>th</sup> from 11 am to 3 pm to discuss any changes you want done.
2. If you want Comcast to install any new equipment and test your cable, there is a special \$30 installation fee that Beachplace has negotiated. To receive the benefit of this special pricing, your installation must be done between May 1<sup>st</sup> and July 31<sup>st</sup>. Installations done after that will be at the regulation \$60 installation price.
3. If you plan to have Comcast do the installation and you will be in residence at Beachplace when they are scheduled to visit, you should notify the Beachplace Office of their visit and that you plan to be in your apartment to let them in.
4. If you plan to have Comcast do the installation during the summer but you won't be available to let the Comcast installer in to your apartment, Beachplace will have a Beachplace employee accompany the Comcast installer. In that event, please tell Comcast that Beachplace will schedule the installation and they will be your "agent" for the installation. It is very important that you notify the Beachplace Office that you want them to schedule your Comcast installation.
5. If you plan to have Comcast do the installation but you want to wait until you return for the season, you should still call Comcast to upgrade your services. Please be aware that the fee for the installation after July 31<sup>st</sup> will revert to the regular \$60 cost.
6. If you plan to upgrade any Comcast equipment yourself, you still need to call Comcast to upgrade your selection of equipment and services.
7. Many of our owners currently have a Comcast "bundle" of services. With the new agreement, there is little reason for any owners to continue purchasing a bundle from Comcast. If you have any questions about this, please feel free to contact Michael Gold for details ([mgold@pitt.edu](mailto:mgold@pitt.edu)).
8. If you have or want Comcast phone service, please be aware that they have two levels of service. The \$20 version provides free calls to the US, Canada, Puerto Rico and several other US islands but does not provide voice mail and other optional services except with extra cost. The \$45 version provides more of the optional services as well as a wider range of countries you can call at no cost. There are a number of other options for phone service including, but not limited to, BasicTalk and Vonage.
9. You should be aware that the "Enjoy even more with XFINITY" section of the Comcast letter you will receive are all upgrades for which Comcast will charge you the full retail price.
10. Please remember, if you want a Beachplace employee to accompany the Comcast installer into your apartment, you must tell Comcast that Beachplace is your agent and they will do the scheduling. You must also notify Beachplace that you want them to be your agent and do the scheduling.

If you have any questions, please contact the Beachplace Office or Michael Gold ([mgold@pitt.edu](mailto:mgold@pitt.edu)).