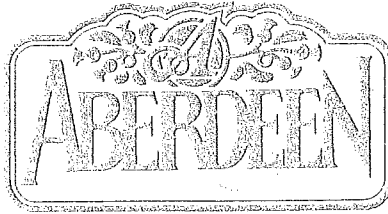


FEB 16 2017



## PROPERTY OWNERS ASSOCIATION

### GENERAL:

Comcast services cannot be disconnected for non-payment of maintenance unless the home is in foreclosure with the HOA or a bank. "New Homeowner Forms" should be in all associations' resale application packets. It is the responsibility of the management company to assure this form is filled out correctly and sent to Campbell. All homeowner's should be contacting their management company with questions about their Comcast option and billing. Management companies should not be telling their homeowners to contact Campbell. Homeowners need to contact Comcast in order to set up installation of their equipment. It is the responsibility of each management company to assure that the homeowners as well as the associations are being charged the correct amounts.

### EQUIPMENT:

Each homeowner receives 1 main box with DVR and 2 companion boxes, *and 2 HDDTAs*. **All Boxes are HD.** With triple play homeowners also get the modem for phone and internet. All Comcast equipment is assigned to the homeowner. When a homeowner sells they must return all equipment to Comcast in order not to get charged for it. If Comcast receives a new homeowner form and the old homeowner has not returned their equipment the old homeowner will be charged. The new homeowner is assigned their own equipment.

### YEARLY UPDATE:

A homeowner who currently has Video only has the option to upgrade to triple play on a yearly basis. The upgrade forms are available from your management company. The upgrade forms need to be in the Campbell office no later than the 3<sup>rd</sup> week of November for upgrade the January of the coming year. There are no downgrades allowed or opt outs allowed at any time. Homeowners who chose to do the yearly upgrade need to call Comcast for installation after January 1<sup>st</sup> of the next year.

### NEW HOMEOWNERS:

New homeowners are allowed to either upgrade or down grade from the previous owner by filling out the "New Homeowner Form" (attached). The forms need to be signed by the new homeowner and the management company must return it to Campbell for processing to Comcast. New homeowners can call for installation only after their closing date. If a new homeowner does not complete the proper paperwork and nothing is sent to Comcast the homeowner's are being charged retail for their Comcast services.

## **FORECLOSURE:**

If a home is bank or HOA owned through foreclosure and the maintenance is not being paid there is no Comcast fee. The property management company needs to supply Campbell with proof of non-payment (a Ledger) will be accepted, in turn Campbell will forward the proof of non-payment to Comcast.

## **BILLING:**

All "New Homeowner Forms" are sent to Comcast through the month by Campbell. On or around the 18th of the month Campbell receives the next month's billing from Comcast. Once the billing is balanced only associations with option changes will receive a revised Comcast billing report from Campbell. New coupons need to be sent to H/O with changes or their "ACH" needs to be changed to reflect the correct maintenance amount. New coupons are sent to the associations with new billing changes or "ACH" is adjusted to reflect the adjusted amount due the Aberdeen POA. New billing information is sent to the association presidents along with the association's management company.

## **RETAIL INVOICING:**

If the "New Homeowner Form" is not supplied to Campbell and therefore never sent to Comcast, the homeowner's are being billed retail for their service. This causes a huge issue to correct. At this point the homeowner needs to supply their original option form along with the front and back of their bill, which needs to be sent to Comcast for investigation, corrections and in most cases a refund to the homeowner. This issue is easily avoided by the management company forwarding new homeowner forms to Campbell at time of closing. Management companies should keep a copy of the homeowner's selection for cable to insure the proper service is being billed.

**TELEPHONE NUMBER FOR XFINITY (COMCAST) IS 1-800-XFINITY OR 1-800-934-6489**



PROPERTY OWNERS ASSOCIATION

COMCAST

REQUEST FOR SERVICE CHANGE

INSTRUCTIONS

HOA – Use this form and procedure to request change in service under the COMCAST BULK CONTRACT FOR ABERDEEN.

NEW HOMEOWNERS – Must prove ownership occurred after January 1, 2015.

This form must be returned to Campbell Property Management within 60 days of closing.

CURRENT HOMEOWNERS –

Downgrade in service is NOT permitted.

Upgrade allowed prior to December 1<sup>st</sup> cutoff date in any year.

TENANTS – No changes permitted by tenants, only by homeowners.

A tenant may order retail service from providers (Comcast, AT&T etc.)

At their own expense, outside of the Aberdeen Bulk Comcast Contract.

INSTALLATION – To have equipment installed or to receive a local phone number, personally contact Comcast Bulk Contract Dept. (1-800-934-6489)

WARNING! DOWNGRADE IS NOT PERMITTED AT ANY TIME.

ONLY UPGRADES ARE PERMITTED.

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REQUEST FOR CHANGE OF SERVICE

This form must be submitted to Campbell Property Management by Nov. 15, 20\_\_ for upgrades

NEW HOMEOWNER VIDEO ONLY \_\_\_\_\_ TRIPLE PLAY \_\_\_\_\_ Closing Date \_\_\_\_\_

CURRENT HOMEOWNER UPGRADE TRIPLE PLAY \_\_\_\_\_

Name of Homeowner: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Aberdeen Village: \_\_\_\_\_

Signature: \_\_\_\_\_

CAMPBELL PROPERTY MANAGEMENT

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