

Dear Strand HOA Member,

As you may know, the Strand Master HOA has signed a new 5 year contract with Comcast that provides additional services at a reduced cost. You might have recently received a mailing from Xfinity explaining these changes, but if not they are listed here:

Our Community Services includes, at no extra cost to the member;

1 - X1 voice control HD Box with a DVR

3 - X1 voice control HD Boxes

1 Wireless Gateway for internet

All this new equipment is available to you starting Nov. 1, 2021. You can pick up the new equipment at the Comcast (Xfinity) Store (by Trader Joe's Restaurant off of Immokalee Rd) and connect it yourself or you can have a service person come and install the new equipment. For the free installation, you need to call Comcast by Feb. 1, 2022.

Installing the new equipment is fairly easy as everything is plug and play. Once installed you just return the old equipment. If you plan on installing the equipment yourself, only obtain the new equipment you don't already have installed.

Most important is that all this equipment and services are supplied at no cost to the member directly (paid through your association fees). Therefore, if you are already paying for some of equipment via your own personal Comcast bill, for example if you are paying for the rental of a DVR or extra voice control boxes, those costs should be deleted from your personal monthly bill. It might be advantageous to visit the Comcast - Xfinity store and verify that any current charges you are paying for now, will revert to "zero".

We hope this helps you navigate the new Comcast contract. If you need any further assistance, you can reach out to Xfinity at 1-800-934-6489 or email our account representative at Charmane.McIntyre@comcast.com

Thank you

The Strand HOA Board

November 21, 2021