



Maplewood Master Association Town Hall Meeting Minutes

I. Comcast Fiber Transition Presentation

- a. Ryan – Account Executive
- b. Liz – Account Director
- c. Robin – Tech Supervisor
- d. Mike – Tech Supervisor
- e. Nate – Community Account Representative
- f. Graeme – Construction Supervisor
- g. Construction has been completed, activated and tested and has been released for install
- h. The Community is ready to be turned over to the fiber network
- i. A letter has been printed and will be sent via mail to all homeowners. James will also email it.
- j. If you have not called to get upgraded equipment, please do so right away and then you will receive that upgraded equipment at the time of turnover to fiber.
- k. Everyone can start calling as of 6/28/24.
- l. The goal is to get everyone flipped over ASAP. Once 95% are turned over, the coax network and pedestals will be cleaned up/removed (above ground).
- m. There is no risk of anyone being turned off until 95% of the community is turned over.
 1. Once 95% of the community is turned over to fiber, the remaining 5% will be notified by Comcast prior to being shut off.

II. Board/Owner Q&A

- a. If we have current equipment, will it work?
 1. If you have X1 equipment, you will be okay.
 2. If you have the X7, white modem, you will be okay.
 3. If both of these do not apply, you will be getting upgraded equipment at the time of turnover.
 4. If it is black, it will need to be replaced.
- b. If we call tomorrow, how long will it take for install?
 1. 24-48 hours.
 2. If the whole community calls at the same time, there will obviously be delays, but there will be a priority list based on when you call.
 3. Liz recommended calling in the morning.
- c. Right now, I have 3 remotes to make one TV work, will that be fixed?
 1. Yes, that will be fixed.
 2. X1 remote will be the only remote that you need.
- d. Your TV boxes will be black, your model will need to be white.
- e. One homeowner told their story about their issues in their home over the past few months, as it hasn't been the same since the construction project was completed.
 1. The fiber network is brand new and will go directly to your modem.
 2. The coaxial will not be utilized.
 3. When the technician comes onsite, they will plug into the wall (power source) but the modem will be wireless, so there is no need to have anything in your homes re-wired.
 4. The new drops (fiber line) is in conduit underground.

- f. “Legacy equipment” – if they are not newer X1 equipment it will be replaced.
 - 1. You will still have DVR.
- g. How many wireless boxes are provided?
 - 1. 3
- h. When they run the fiber optic cable to the box in the homes, the cables might need to be longer because one person who is already converted to fiber has a very tight line that gets disconnected once touched.
 - 1. Comcast will come back to any homes that have this issue.
- i. Will this be available when I come back in the Fall?
 - 1. Yes.
 - 2. You can also have someone over 18 schedule this, if you have access to that.
- j. Will we have portability?
 - 1. Yes, it’s called Xfinity stream and is available today.
 - 2. Nate will send an email ADG4 with instructions on how to get this done.
- k. If I have my own wifi system, will there be any issues with a wireless network?
 - 1. This can be addressed at the time of installation.
- l. Will I lose what has been stored in my DVR?
 - 1. It should be stored in the cloud, but if you have an old legacy box that means it is stored in the box and you would lose that.
- m. Where should we place our WiFi modem?
 - 1. In a central location.
- n. My internet has been dropping frequently since the construction has begun – why is that?
 - 1. There is a chance that a “drop to your home” (the line that runs from the pedestal to your home) was nicked during construction. This would be a coaxial issue only, so when you’re flipped to fiber this should not be a problem.
 - 2. If the problems continue, after fiber switched, what phone number should I use?
 - 1. Call the regular 1-800-xfinity number, you will be routed to the proper contact.
 - 2. If your issues are continuing, contact ADG4 and then they will coordinate with Nate (Community Liaison) for issues.
- o. When they come in to do the re-wiring, is there going to be any cutting into the walls?
 - 1. No, there will not be any cutting into the walls.
 - 2. The exact location of the modem depends on the layout of your individual homes.
- p. Is there a data cap?
 - 1. No, there is no cap. Unlimited data.
- q. Will this work on old TVs?
 - 1. Yes, as long as it has an HDMI port.
- r. Are wifi extenders available to reach lanai/pool area?
 - 1. Yes, Xfinity pods are available for purchase online.
 - 2. You don’t have to buy Xfinity pods.
- s. Are there any costs to run cable that is required to set this up?
 - 1. No, no costs.