

# **XFINITY Communities™**

**Better Service. Better Entertainment. Better Living.**

**Dear Homeowners and Residents of Hideaway Village,**

Thank you for partnering with Comcast Xfinity to provide the best in entertainment to your property. We are here to assist you with any questions or concerns you may have. If you have questions please call the 24 hour Xfinity Communities Support Center at **855-307-4896** for assistance. You may also visit the Comcast Store in Granby located at 62543 Hwy 40, Granby, CO. Store hours are Monday-Wed.-Friday 9am-6pm. Other frequently asked questions are included below.

- **What services does my HOA provide?**  
Your HOA has contracted with Comcast to provide the Standard Digital Starter Television package to each condominium.
- **Can I access my Xfinity account when I am away from home?**  
Unit owners or residents can access subscribed video content using mobile apps and an @comcast.net username and password. Find out more at <https://customer.comcast.com/help-and-support/xfinity-apps/>; contact the Xfinity Communities Support Center if you have difficulty setting up these credentials.
- **I'm a new owner how do I sign up for the HOA bulk provided service?**  
You have the option either to go to the local store or call the Bulk Customer Care center 855-307-4896 or Xfinity.com and set up your account with Comcast. The nearest store is located at 62543 Hwy 40, Granby, CO.
- **I'm a new renter how do I sign up for the HOA bulk provided service?**  
You have the option either to go to the local store or call the Bulk Customer Care center or 855-307-4896 or Xfinity.com and set up your account with Comcast or visit the Granby located at 62543 Hwy 40, Granby, CO.
- **How do I add more channels, faster internet speed, telephone service or home automation to my unit?**  
A personal billing account is required. If you'd like to add additional services call our bulk customer service toll free line 24/7 or visit our Comcast store. That number is 855-307-4896. Please be sure to have your physical address and unit number available.
- **How do I get more information?**  
Detailed instructions on operating Comcast equipment and remotes as well as channel guides can also be found online at [www.xfinity.com](http://www.xfinity.com) or you can pick up a welcome kit at your Comcast store.
- **Is there an Account number that I need to reference for my unit?**  
Each Condominium unit has a unique account number associated to it. Please call the bulk support number or go to the Granby store to get the account number assigned to your unit. Please be prepared to provide your physical address and unit number. It is extremely helpful to have the serial number off of one of the pieces of equipment in the unit, such as the modem serial number or digital box number found on the bottom or side of the equipment.

To learn more about the X1 entertainment platform visit [www.Xfinity.com/X1](http://www.Xfinity.com/X1).

Thank you,

Xfinity Communities

**Granby Xfinity Store:** Granby located at 62543 Hwy 40, Granby, CO.  
Store hours are Monday-Wed.-Friday 9am-6pm.