



Madison Green Master Association

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Official Comcast Upgrade FAQ

- **What is happening?**

The internet for our homes is being upgraded by Comcast to give us faster upload speeds. After the installation, each home will have symmetrical Gigabit service providing over 900Mbps both up and down at the hard wired ethernet connection. Wi-Fi speeds will vary depending upon how close you are to the Wi-Fi gateway as well as how new of a Wi-Fi chipset is in your device.

- **Which communities are currently being upgraded?**

The communities currently being upgraded are The Estates, Pinehurst, Wyndham, Oakmont, Fairfax, Saybrook, Ashford, Lexington, Palm Estates, Royal Estates, Saratoga Lakes, Saratoga Pines, & Parts of Walden (2268 Ridgewood Circle – 2313 Ridgewood Circle)

- **How fast were the internet speeds in the test homes?**

In the test homes, we are seeing between 930 to 950Mbps up and down for wired ethernet from the router, although the speed can vary over time due to conditions both inside and outside the home. The Wi-Fi speeds are similar for properly equipped devices that are close to the Wi-Fi router.

- **Will two story homes need internet extenders or mesh routers to extend the Wi-Fi range?**

From what we have seen with the upgraded homes, the new Wi-Fi router was able to provide reasonably fast speeds above 100Mbps to the farthest rooms in the house. However, there can be multiple factors that can affect this, including placement of the Wi-Fi router, other devices in the home causing interference or other devices in the home taking up bandwidth. However, if you have a Minto home, you can use the ethernet cables from the network cabinet to run ethernet directly to a distant room. Some residents may still want to add range extenders (or mesh devices) to their home, and these are available both through Comcast and many retail outlets including Amazon.

- **What does the installation entail?**

- Changing your outside RFOG device (a small device inside a grey box on the side of your house) to an ONT (which will go into the same spot if you have a Minto home). If you have a Shelby home, they will run fiber into your home and mount the device inside your home - this will be discussed with each Shelby homeowner to find the best spot to mount the new device.
- Replace our present Wi-Fi Gateway box which is already inside the home with a newer version.
- The main DVR will also need to be replaced with a new version.

- **Why is there a difference between the Minto and Shelby homes?**

Minto installed a network cabinet in our homes that has ethernet cables running to most of the rooms inside our home, as well as an ethernet cable that goes outside to the AT& T box on the side of our home. Shelby homes do not have this network cabinet, nor do they have the ethernet cable running from the outside of the house to the inside. The new ONT device has an output for ethernet, so for the Minto homes this is easily used on the side of the house (outside), and therefore the Minto home allows the use of this ethernet cable to connect the ONT from the outside of the house to the Wi-Fi router inside the house. However, in the case of the Shelby homes, there is no ethernet cable to do this, therefore it is easiest to just run the fiber into the home and put the ONT device next to the Wi-Fi router.

- **Do they have to dig up my yard for this installation?**

No. There is no digging, they are using the existing fiber that runs to the house. If they see any problems with that fiber, they can run new fiber inside the tubing that is already in the ground, so it can be done with no digging.

- **When will this start in my community?**

Comcast will send out mailers when you community is ready for the upgrade. Please be patient, they can only schedule a maximum of 12 homes a day. They will continue adding more homes and villages as they progress.

- **How many install teams will there be?**

There will be 3 install teams, each with 2 techs, that will be working on homes simultaneously.

- **How long will they be at my house?**

Shelby homes are slightly more difficult than Minto (which we always knew), so they will take a little longer, typically 3 to 4 hours. Minto homes take approximately 2 hours per each.

- **How long does it take to do a neighborhood?**

There are 3 villages with Shelby homes, and the rest are Minto. Each team can do roughly 4 Minto homes a day or 2 to 3 Shelby homes a day. However, this can vary depending upon unexpected install issues.

- **Do I need to be home for the install?**

Yes, someone needs to be home to let them inside to complete the install.

- **How will they contact me?**

They will contact the home owner via mail to schedule the install. The mailer will give you a phone number to call back Comcast and schedule your install appointment. No install will happen without a scheduled appointment.

- **What should I do before my scheduled install appointment?**

It will speed up the process if you can do some preparation prior to their visit.

- Please clear access to the box on side of house and the network box inside of the house if you have a Minto.
- Write down your Wi-Fi name and password because they will need to reprogram this into your new Wi-Fi router.
- Write down any username and passwords for Apps that you are using on the DVR, because they will need to be signed into again (since they are upgrading you to a newer DVR).
- Please make sure to update your Comcast account as soon as possible with the most appropriate contact for phone and email - allowing Comcast to contact you if there is an issue.

- **Is there a battery backup that can fit inside my network cabinet for Minto homes?**

Yes, there is this small 600VA battery backup that can fit inside the network cabinet, and it is being used by at least one resident. This allows the Wi-Fi router and the ONT to be backed up and prevent down time during short power outages. In Minto homes the ONT on the side of the house gets the power from a power adapter in the network cabinet.

https://www.amazon.com/gp/product/B0CPN6QSBF/ref=ppx_yo_dt_b_search_asin_title?ie=UTF8

- **If I need to replace my Wi-Fi router Gateway from Comcast at some later date, can I just exchange it at the local Xfinity store?**

Not recommended. Since we are using special Wi-Fi routers that work with our ONT device, it is recommended to call Comcast/Xfinity to have a technician replace the device at no charge. The technician will know the correct Wi-Fi Router device to use based upon our location.

- **Does the contract include landline phone services?**

No, the landline phone service is not included in the bulk agreement and was never in the agreement.

- **What happens if I have an existing landline service with Comcast?**

The upgrade will not affect the landline service however the monthly cost has increased from \$25 to \$40.

During the upgrade, residents with the service will be required to provide consent to this rate increase in order for the upgrade to proceed. If residents decline the rate adjustment, the upgrade will be delayed.

If you wish to explore alternative landline options, you may port your number to another provider (e.g., PhoneJack). After the successful port, please contact Comcast to schedule the upgrade. For residents who no longer wish to keep their landline, Comcast can remove it from the account, eliminating the associated charges.