

# New Eastwood Xfinity Comcast System Upgrade

## “What to Expect”

The launch of the new Xfinity Comcast system will occur one District at a time starting in the front of Eastwood and working back. This is our system upgrade to the new Comcast EPON system that will give us faster internet speeds and an upgraded and more stable network. You will also receive 3 free wireless TV boxes. FAQ are located at the bottom of this document.

**Your Eastwood District is now active for the new system.  
Please call 1-833-501-1928 to schedule your Comcast Upgrade.**

You have to upgrade to the new system. The current equipment will NOT work on the new system even if you updated it recently. The installation and the new equipment are both FREE. All current equipment will be taken away. Everyone will receive all new wiring and we will no longer use any of the old coax cable in the house for internet or TV.

### **Internet and Wifi Installation**

1. **Outside Grey Box:** A new grey box will be installed on the outside of your house. A new Fiber optic line will be run from this box to the new inside Black ONU Box.
  - a. The Comcast Tech should take away the old exterior grey Comcast Box and remove the old exterior coax cables.



2. **Black ONU Box:** This is a new small 4” x 6” black box called an ONU that will be mounted on the inside of your house or in your garage. **You can have the ONU black box installed anywhere you would like as long as it is physically possible.** A Fiber Optic line will be run from the outside grey box to the new inside ONU black box. If possible, it is beneficial to have the Black ONU box close to the modem.
  - a. Ensure that the ONU black box always stays plugged in and has 3 green lights.



3. **White Cube Modem:** A new CAT 5e wire will be run from the ONU black box to a new white cube Modem. **You can have the modem installed anywhere you would like as long as it is physically possible.** You should expect wired speeds above 800 Mbps for upload and download. Wireless speeds will depend on the distance and walls from the modem.
- a. Your username and password should remain the same. Please have both ready in advance of your installation.
  - b. If you need a free wifi extender, they will soon be available at the office.
  - c. **Please check your internet speeds BEFORE the Tech leaves.**
    - i. One free speedtest option is [www.speedtest.net](http://www.speedtest.net)



### **TV box Installation**

4. Your current equipment will be replaced with **3 new FREE wireless TV boxes** and 3 new remotes. The wireless TV boxes can be located in any room that you prefer. They only need power and they connect to your TV with an HDMI cable. All 3 new wireless TV boxes are the same small size and the DVR is in the cloud.
- a. If you need more than 3 TV boxes, you must order them separately from Xfinity. You will be charged approximately \$13 per month for each box, and you will receive a separate bill for any additional boxes. The rental price, however, may increase over time so check your bill .
  - b. The Tech should program all of your remotes including any soundbars.
  - c. **Please check your 3 TV's BEFORE the Tech leaves.**



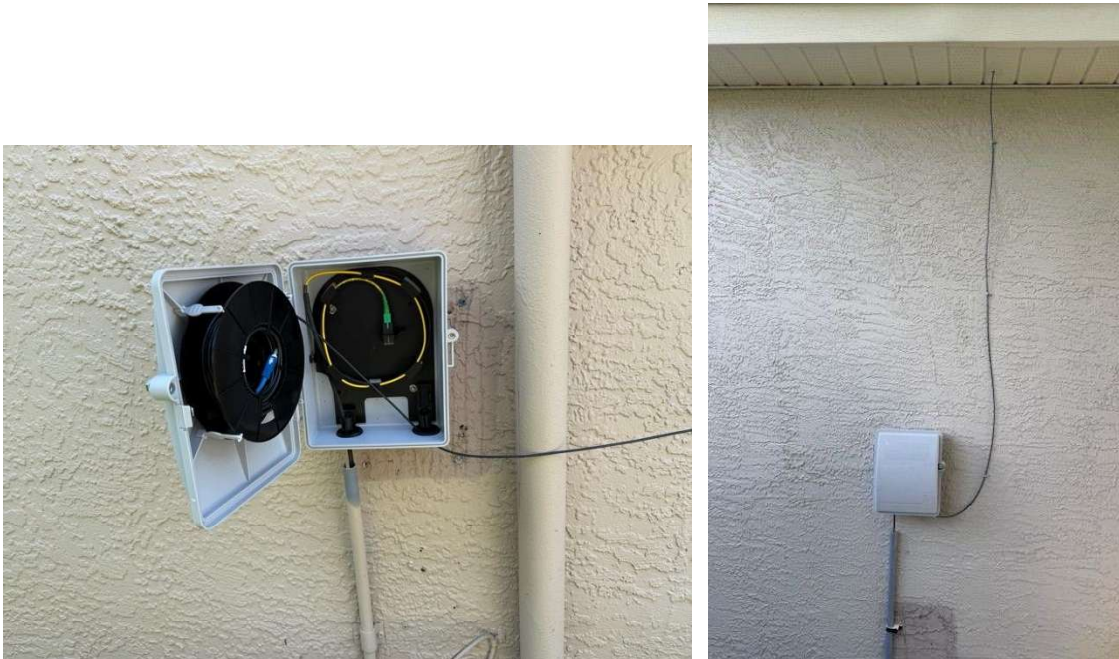
All current equipment will be taken away and all new equipment will be installed for free in the locations that you want. The installation should take between 2 to 6 hours.

## **Xfinity Comcast Upgrade - Long Version**

As you are aware, part of the contract that the ECA negotiated with Comcast was to upgrade our fiber infrastructure from the old HFC system to the new EPON (Ethernet Passive Optical Network.) The existing system was coax cable based (the round black wires we have used for years and years with our televisions,) and the new one is Ethernet based. Here is what to expect when they come to your house for the upgrade. FAQ are located at the bottom of this document.

### **Internet and Wifi - Long Version**

First, they will remove the existing fiber to coax box mounted to the outside of your house. They will replace it with a box that looks like this:



This box is passive, basically an “optical coupler” that will connect the incoming fiber to the dedicated fiber that will go into your house. The spool of fiber can be seen on the door of this box. They will run the fiber into your house, most likely through where the current coax cable enters your house. Your particular situation may be different.

Second, they will mount what is called an ONT, or “Optical Network Terminal.”

An ONU is a device that converts fiber-optic signals into electrical signals that your home or business devices can use. It’s the end-point of a fiber-to-the-premises (FTTP) or fiber-to-the-home (FTTH) network.

Function:

- Receives light signals from the fiber network.
- Converts them into Ethernet or telephone signals.
- Sends the signals to your router, phone, or TV equipment.

#### Where It's Installed:

- Typically mounted inside your home, on a wall.
- Connected to the fiber line coming from the Optical Network Unit (ONU) at the provider's central office.

#### Analogy:

Think of it like a modem for fiber—but instead of handling copper signals (like DSL or cable), it handles fiber-optic light signals. Ensure that the ONU always stays plugged in and has 3 green lights.



Third, they will change out your current modem/router for an XB7.



This is a picture of the rear of the XB7. The coax connection on the bottom left will remain unconnected. The Ethernet cable from the ONU (above) will plug in to Port 4 of this device (the one with the red vertical bar.) That leaves 3 “hardwired” ports plus two VoIP “POTS” telephone lines if you use that service from Comcast. Best practice is to place the XB7 near the ONT.

You should expect wired speeds above 800 Mbps for upload and download. Wireless speeds will depend on the distance and walls from the modem.

Third, they will replace your current TV boxes (which are coax-based) with brand new ones (and new remotes.) They are providing up to 3 for free. They look like this:



This little box will be wireless over WiFi and connects to your TV through the HDMI cable. Note there are no more DVRs. All recordings are now done in the “cloud.”

Last, if your WiFi signal strength is not sufficient, Comcast will provide so-called “range extenders.” The mechanism for how this will be done will be fleshed out over the next few weeks.

# FAQ's

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**1) Q: Do I have to upgrade**

A: Yes. Everyone has to upgrade. After all of the installations in Eastwood are complete the current system will be shut down.

**2) Q: How do I get the upgrade**

A: **When your Eastwood District is active call 1-833-501-1928.** The upgrade will occur by District throughout Eastwood. You will also receive a letter from Comcast regarding the upgrade. Please call and schedule it as soon as you receive the letter or ECA e-blast.

You will not be able to get your system upgraded until it is your District's turn.

Do NOT call 1800-COMCAST to schedule your upgrade.

**3) Q: How long with the upgrade installation take**

A: The install is Free and will take between 2 to 6 hours depending on the layout of your house and any installation difficulties.

**4) Q: How long will it take to upgrade all of Eastwood.**

A: It should take 6 to 9 months to get everyone in Eastwood upgraded. To help the process, please schedule your appointment as soon as you receive the Comcast letter or ECA e-blast

**5) Q: What is in this for me?**

A: You will get faster download and upload internet speeds. The wired internet speeds should be above 800 Mbps download and upload. Your WiFi speed will depend on your distance from the modem and any walls. You can request a Free WiFi extender at the office After your installation is complete.

You will receive 3 Free wireless TV boxes and 3 new remotes. This will allow you to put your TV's anywhere you would like provided your wifi signal is strong enough .

All new wiring for everyone. The coax wire is being replaced with new Fiber Optic line.

**6) Q: What else is part of the new Comcast Deal?**

A: Xfinity Ultimate TV package plus Free HBO and Free Cinemax

Coming soon - Free WiFi in the Parks, RV lot, Tennis Courts, Pool, and Cabana.

Coming soon - Free Eastwood neighborhood TV channel to provide updates and information to everyone

Payment from Comcast that will be used to offset the annual Comcast increase and to help keep our dues down.

**All of this at a cheaper price than we were paying previously. The Comcast cost is currently \$50 per house per month, which has a value of \$300 worth of services. We have one of the best deals in the country and our contract is for 7 years.**

**7) Q: Can I choose where I want my Black Box ONU and white cube modem to be installed in my house?**

A: Yes. The ONU and Modem will be installed in the location that you prefer if it is at all possible.

**8) Q: Must the Modem be right next to the ONU?**

A: In the houses that have already been installed, yes, they are very close. It is best if they are close but it is not required. The black box ONU and white cube Modem should be within 200 feet of each other.

**9) Q: Must the ONU hang on a wall?**

A: Yes but it can be located in your house or in your garage.

**10) Q: If my Internet goes out will my TV go out too?**

A: Yes, however the new EPON system is supposed to be much more stable and reliable.

**11) Q: Can I move my TV after it is installed.**

A: Yes. With the wireless TV boxes you can locate your TV anywhere you prefer and even outside on your back deck.

**12) Q. If my internet or TV goes out, what should I do.**

A: First check your new black box (ONU) and ensure that it is plugged in and getting power. Also ensure that it has 3 lit green lights.

B: Second call 1-800-COMCAST for service. You should be automatically routed to the Group account line but always ask for the Group Account customer service at the very beginning of the call.