



## FREQUENTLY ASKED QUESTIONS

**1) What is The Glen's bulk purchase account number with Comcast and how do I use it?**

Call the Comcast Bulk Purchase telephone line at 1-855-307-4896 and reference:

GLEN BULK ACCOUNT NUMBER: 849-830-019-011-3874

This line and account number will put you in touch with Comcast Xfinity's department that handles Bulk Purchase Agreements and may be easier to use than the main Xfinity help line.

**2) How much am I paying for existing Comcast services (Basic cable and internet)?**

Under our existing Bulk Purchase Agreement with Comcast which began July 1, 2019, all costs for basic cable and internet services are covered by Glen dues billed and paid quarterly. During 2022, the related costs per lot are \$15.75 for cablevision and \$18.00 for internet service (combined total is \$33.75 per month). Comcast MAY pass on pricing increases annually with a current maximum increase of 4% per year for each of television and Internet portions of the services.

**3) How many TV's can I have connected?**

Comcast will provide up to two SD (Standard definition) television boxes per lot. Extra units can be rented through Comcast.

**4) How fast is our Internet at The Glen?**

Our agreement is up to 60 megabits per second of Internet speed though some Members have reported higher speeds.

**5) Can I watch TV when away from my lot?**

The Xfinity Stream app allows users to watch a limited number of channels directly from your devices while away from your lot. While at your lot, the app allows you to watch all included channels included in The Glen's agreement on many different types of portable devices. Results may vary on devices registered in Canada and the service cannot be accessed outside of the United States without violating your Terms and Conditions of use.

**6) Where can I use Xfinity Wi-Fi hotspots?**

Comcast Xfinity currently boasts 18 million hotspots across the U.S. You may need to enter your individual Comcast login credentials before being allowed access. Most devices will save the login info and allow subsequent access without repeated logins. Using a local zip code, you can find nearby hotspots at: <https://www.xfinity.com/mobile/network/map> . Hotspots can also be

found using the Xfinity app available on Google Play for Android and the App Store for Apple devices.

**7) I have a 4k TV. Is 4K service available?**

Xfinity has many add-on services available for additional fees though they are at reduced rates when compared to retail. Some upgrades available are: High-definition (as well as 4K) channels, DVR capability, additional channels, higher Internet speeds, VOIP telephone service and more. You can call the number above or visit Xfinity's Sunset Square service center (1145 E Sunset Dr #105 — near Harbor Freight at Mt Baker Highway and I-5). Their staff and management are knowledgeable regarding The Glen's agreement. Please note that any upgrades to service will be charged separately to your personal account which will have been set up when you set up your initial service. This will not affect your payments through your Quarterly dues.

**8) I just purchased at The Glen and I have no service to my trailer. How do I get setup?**

Simply call Comcast referring to the bulk purchase account number above (contact and bulk account number answered in question 1) and set up an appointment for Comcast to come to your lot and set up your Xfinity service.

**9) If I sell my Glen property, what are my obligations to Comcast and what do I do with the cable box/modem and router equipment I have on loan from Comcast?**

Upon selling your property, until you return all Comcast-owned equipment to Comcast, you are liable personally for its value. To end your liability to Comcast, you must return all equipment associated with your Lot's Xfinity account to the Comcast Xfinity service center in Bellingham at the Sunset Square Mall (1145 E Sunset Dr #105 — near Harbor Freight at Mt Baker Highway and I-5).

**10) What was the Comcast Credit I received on my Glen Quarterly Dues statement and why did it end?**

The credit was a goodwill gesture Comm-Tech and The BOD negotiated with Comcast related to the prolonged closure of the Canada/US border during the Covid-19 pandemic. In early 2020, Canadians accounted for more than 90% of Glen members. At that time, when most Glen members could not access their properties via land connections during the border closure, Comcast agreed to substantially reduce our monthly rates while continuing to provide full cable and internet service to all Glen properties since many were still able to use them. In return, we agreed to extend our existing 5 year contract beyond its designated termination date for a period matching the number of months our rates were reduced. The Comcast credit you saw on your quarterly statement has now ended as all credits received from Comcast have been apportioned to all members. Our existing Comcast contract for cablevision and internet service, extended as described above, will now terminate December 1, 2025.

**11) What happens when our Comcast agreement terminates in 2025?**

In advance of this termination, your Board of Directors (Comm-Tech committee) will negotiate with appropriate service providers (including but not limited to Comcast) for whatever television and/or internet services it considers are appropriate under a new bulk purchase arrangement,

likely for a term of 5 years. As television and Internet have been deemed a utility service by The BOD a few years ago, there is no need for members to do anything. The agreement will be renewed at the best possible rates and continue seamlessly. Should a provider, services rendered, or a significant price change be needed to continue services, members will be invited to vote on how they would like to proceed by way of our AGM (Annual General Meeting) or at an SGM (Special General Meeting).