

**CANAL WALK HOMEOWNERS ASSOCIATION  
BOARD OF DIRECTORS**

**MARCH 26, 2020 COMMUNITY UPDATE**

**COMCAST CABLE TV**

The Board contacted Comcast several months ago when we became aware of issues that some residents were having with Comcast not properly applying the terms of the Bulk Agreement for cable TV. After initial delays in identifying the root cause of the problem Comcast determined that a number of accounts had been over-billed in the past and will be issuing those homeowners a credit. Although their standard policy is to issue a maximum of 120 days of credit for billing errors, they agreed with the Board's position that residents should not be responsible for Comcast's failure to comply with the terms of the Bulk Agreement. In view of the circumstances Comcast will be issuing a credit of up to six years to affected homeowners who will receive a letter from them providing the details. For residents who have already received a 120 day credit, any remaining amount due will be credited.

Comcast also reported that they are reviewing all accounts in the Northeast Region including Canal Walk. This separate effort may result in an increase or decrease in your bill to correct previous billing errors. It is our understanding that some residents have already been notified that their bill will be changing.

Due to privacy laws Comcast has advised that they cannot discuss individual accounts with members of the Board or the Management Office. The Board recommends that you carefully review your monthly bill using the information provided below. If you believe that your bill is incorrect, call the Comcast Bulk Agreement Department at 1-855-638-2855. Tell them that you live in Canal Walk and that you are covered by a Bulk Agreement.

**BULK AGREEMENT WITH COMCAST**

The Canal Walk Bulk Agreement for cable TV service is paid for by the CWHOA out of the Operating Account. It provides each residential unit with the following at no cost to the homeowner:

- Digital Starter TV Programming:
  - Limited Basic and Expanded Basic: Over 200 channels that includes standard definition, international, sports and music channels.
- Two (2) Cable Boxes: Known as a "DCT", this is identified as "TV Box and Remote" in the Equipment & Services section of your Comcast monthly bill.

NOTE: Some residents may also have a "DTA", which is identified as "TV Adapter" on your Comcast bill. See the section below, **DCT vs. DTA**, which explains the difference between these two small devices. In addition, your bill may also list "TV Box and DVR Service", which describes a larger box that allows you to record TV shows. The current monthly fees for the three types of TV viewing equipment are explained below under "**PRICING**", which Comcast advises is subject to change.

**PRICING**

The following are examples of what you should be paying depending on what cable TV equipment you have in your home:

1. 2 DCTs are included in the Canal Walk Bulk Agreement. A DCT can be capable of standard definition (SD) and/or high definition (HD), so there is no additional cost for an "HD" DCT. If a

homeowner wants an HD signal coming into the house, the total cost is \$9.95/month for the HD technology fee. This is an account level charge. The HD technology fee is not applied to each box. If a homeowner does not want an HD signal, there is no cost for having two DCTs.

2. 1 DCT and 1 DVR: The DVR requires HD service. \$9.95/month for the HD technology fee and \$10/month for the DVR.
3. 1 DCT, 1 DTA and 1 DVR: The DVR requires HD service. \$9.95/month for the HD technology fee and \$19.95/month for the DVR.
4. 2 DCTs and 1 DVR: The DVR requires HD service. \$9.95/month for the HD technology fee and \$19.95/month for the DVR.
5. 2 DTAs and 1 DVR: The DVR requires HD service. \$9.95/month for the HD technology fee, \$19.95/month for the DVR, no charge for the first DTA since it is the “primary box” and \$6.99/month for the second DTA. NOTE: If you exchange one of the DTAs for a DCT, your bill will be reduced to the pricing shown in example #3 above. You can exchange a DTA by calling Comcast at 1-855-638-2855 or by visiting a local Comcast store.

If more equipment is added to any of the examples above, each additional DCT would cost \$9.95/month, each additional DTA would cost \$6.99/month, and each additional DVR would cost \$19.95/month.

### **INFORMATION FROM COMCAST: DCT vs. DTA**

A DCT and DTA are small devices which allow you to view TV as described below.

- If you can access Xfinity On Demand by tuning to channel 1, you have a DCT (TV Box).
- If you cannot access Xfinity On Demand by tuning to channel 1, you have a DTA (TV Adapter).

What is a TV Box (DCT)?

A TV Box (also known as a digital cable box, digital converter box or digital receiver) processes digital-quality signals. With a TV Box, you can view Comcast’s on-screen channel guide, which includes access to TV listings, program information, search tools, parental controls and more. You will also get access to Xfinity On Demand and Pay Per View programming.

What is a TV Adapter (DTA)?

The TV Adapter is a small device that lets you enjoy content from an all-digital cable network, right on your analog TV. Since the TV Adapter has coaxial input/output only, you will not have access to such features as premium channels (HBO, Showtime, Starz, etc.), Pay Per View or Xfinity On Demand programming. Even if your TV has an embedded electronic program guide, you will need to use your TV Adapter remote control to change and tune channels. You also will not be able to use your TV’s picture-in-picture feature.

### **COMCAST INTERNET AND TELEPHONE**

Canal Walk’s Bulk Agreement with Comcast only covers cable TV service. If you also have Comcast internet and/or telephone service, you will be billed at their standard retail rates.

Jim Lyttle

Bob Rossomando

Nick Iorio

Bernie Worst