



# SILVERLAKES

COMMUNITY ASSOCIATION, INC.

September 2020

Dear Silverlakes resident,

As we continue to navigate through unprecedented times, the Board of Directors is doing everything possible to keep you and your family safe. As people continue to self-isolate, social distance and stay at home, it is critical that our residents remain connected to the outside world. Whether for education, work or personal health reasons, people must have fast, reliable access to the Internet.

Comcast is the Association's provider of choice for Bulk TV and internet services. Securing a contract that is both cost effective and technologically sound is a delicate balance. The current level of service must satisfy today's needs but also plan for future demand. When our contract was negotiated in 2017, not only did the Board of Directors lock in a great price, but they secured assurances from Comcast that the internet speeds would be relevant for years to come. There was no way to predict today's pandemic and the effects it would have on the way we communicate, work and learn, the Board of Directors is confident that the decisions made in 2017 have prepared our community to handle today's demand.

As you continue to work from home or your children participate in educational classes from their personal computer, we want to provide you with some information that will help you always remain connected.

### ***What is included in the Bulk Package?***

Currently, every homeowner at Silverlakes Pembroke Pines and Miramar receives the following services as part of the Comcast contract:

- Comcast HD Digital Starter TV Service
- (1) X1 DVR box, (2) X1 Companion boxes & (2) HD DTA's
- Extreme Internet up to 300Mbps with Wireless Gateway

If you do not currently have these services, contact Pines Property Management to learn more or call the Bulk Customer Service number at 888-895-6504 to order.

### ***How do I test my internet speeds?***

Unsure if you are receiving the 300Mbps included in the Bulk Package? There are a few ways to test the speed being delivered to your home. Connecting your computer directly to the Gateway is the most accurate way of testing your speed. Be sure to use a newer model computer and plug an ethernet cord into the back of your Xfinity Gateway.



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Please download the XFi APP or visit the web portal to manage your home internet. More information can be found at <https://www.xfinity.com/support/articles/xfi-app-and-portal>.

\*For best results, speed tests should be performed from a wired computer directly to the Gateway, using this link: <https://speedtest.xfinity.com/>



There are many factors that contribute to a slow speed test result. Some may not even be a result of Comcast's signal. Using older devices, testing via Wi-Fi and even the website you are trying to visit, may be contributing to a slow speed test result. In situations where you encounter diminished speeds (less than 260mbps) Comcast Technical Support should be contacted directly at 1-800-934-6489. The following are just a few reasons why you may not be receiving 300Mbps.

1. Placement of the wireless gateway and size of the home, you might need Xfinity Pods to reach dead spots. This may be purchased from the Xfinity store.
2. Bad weather can affect the signal.
3. Too many devices connected at the same time.
4. Heavy internet traffic inside the home (example- running Netflix on multiple devices simultaneously).
5. Neighborhood Outages.
6. Outdated devices or old models that do not support new technology.
7. Defective equipment.
8. Outside or inside wire damage.
9. Having many coaxial cable splitters throughout the home.

If you are experiencing any of the above issues, try to troubleshoot with the XFi APP first. If you are unable to determine the issue while using the app, please call customer service technical support at 1-800-934-6489.