

Bulk Internet from Xfinity FAQs

It's easy for new and existing residents to get activated after your property switches to Bulk Internet services

Q: How do residents activate Xfinity?

A: Residents can call customer service at **1-855-638-2855** to request a Getting Started Kit to be mailed to their home. Fees may apply. Resident eligibility is based on lease renewal with apartment community.

Q: How do residents create an Xfinity account?

A: If a resident has added additional services beyond what your property provides, they can create an Xfinity account by calling **1-855-638-2855** and using the information from their bill.

Q: How do residents install and activate internet equipment?

A: To set up their service and equipment, residents can call customer service at **1-855-638-2855**. Once they activate their service, residents can have a Getting Started Kit sent to their home or pick it up in store, so they can get online in minutes and unlock access to all of their great Xfinity services. If they ordered equipment through self-installation, the kit will include information about activation.

Q: Can residents add or change the services on their account?

A: Residents may be able to add services to their account, such as Xfinity Mobile. To upgrade, residents can call us at **1-855-638-2855**.

Q: Where do residents return their equipment when they move?

A: Returning equipment is easy! Residents can choose one of the following options:

- 1: Call customer service to ship equipment back or request a pick-up (fees apply). Bring equipment to any of the UPS store locations and UPS will package and return the equipment at no charge.
- 2: Return equipment to a local Xfinity store.

Q: What do residents do if their equipment stops working?

A: Residents are responsible for their own equipment. If they experience equipment issues, they can reach out to customer service at **1-855-638-2855**.