

Comcast/Xfinity FAQ's

What are you going to do about my irrigation system?

We will hand dig and bore under. If we damage it – we will fix it immediately. If it is something complex, we will hire a professional to repair.

What are you going to do about my shrubs and flower beds?

We will bore under and/or restore any scenario whereby disturbing them is unavoidable.

Where will you be digging? There are red marks very close by my house.

All digging is done within 10' of the curb line within the existing utility maintenance easement. The red marks are power locates and indicate where the power lines are. Power is typically the closest utility to the dwelling as they generally have an easement on the backside of the utility corridor.

Why is there paint so far up into my yard?

All paint is a product of the existing utilities companies marking where their infrastructure is. This enables us to minimize damages. This process is also state law.

Who are you and what are you doing?

We are contractor that is placing Xfinity/Comcast infrastructure throughout Woodside Plantation to allow all residences to have an additional choice of service providers for cable, phone and high speed data.

What is the door tag for? It says to call you.

This is an additional notification of our plan to start construction. This tag gives you a direct line to the construction manager for all questions and concerns; before, during and after construction completion.

Why is the pedestal/box on my property line bigger than my neighbors?

This is dictated by the optical and coaxial design of the network and houses large equipment to support this infrastructure. Generally speaking there is no alternative solution to downsizing the larger pedestals.

Why are you here – we already have telecommunication provider?

Xfinity/Comcast and the Woodside POA have determined that there is a need in this area for an additional consumer choice of providers.

Additional Comments:

- Our labor pool is primarily hispanic and cannot or will not speak English. At any given time there is at least one English speaking supervisor or project coordinator on the job site. Please hold all questions for them or call the number on the door tag for a clear answer.
- We are almost never in any given yard more than one day. Exceptions would be to come back and set the pedestals/boxes on the property line.
- All grass that does not go back into place properly will be replaced with new sod.
- There are occasions where gas or water services are under the driveway perpendicular to the curb running to the house. These scenarios may require the cutting and replacement of a portion of the driveway at our expense. The homeowner and WPPPOA will always be notified first.
- Comcast/Xfinity is in daily communication with the POA at all times.