



New Cable and Internet Services Coming to Verandah

On March 22, 2023, the VCA Board unanimously approved a new bulk-service cable and internet contract with Comcast/Xfinity to provide service to all homes in Verandah. This project now moves to the design and engineering phase. Once that is complete, permits will be applied for and the laying of fiber optic cable in the community can begin. It is anticipated that this will take place throughout next winter and into the spring.

Oversight of the project by the VCA will be provided by the Special Projects/Bulk TV and Internet Committee.

Why did the VCA negotiate a new contract with Comcast?

The previous VCA contract with Comcast was set to expire in October 2023. Through a survey and town hall the VCA learned that homeowners preferred a contract renewal with Comcast including utilization of fiber optic cable.

As is current practice, all costs for this new bulk-service contract will be paid through your annual homeowner assessment. The new contract is for 10 years. It provides price stability for Verandah and allows Comcast a reasonable time to recoup their capital investments.

What services will the new Comcast contract provide?

The base services of cable and internet are similar to our current contract. However, several noteworthy upgrades are included: (1) a doubling of internet speeds and higher quality TV signals made possible through the installation of fiber optic throughout Verandah, (2) three voice-remote boxes at no charge, with video recording (DVR) service, including up to 150 hours of cloud storage. Homeowners will receive a similar package of standard TV stations, including HD. We will also have a dedicated customer service number.

What is fiber optic broadband?

Fiber optics uses pulses of light through strands of fiber made of glass or plastic that are about the diameter of a strand of human hair. When bundled into a fiber-optic cable, they transmit more data and is far faster than Verandah's current copper co-axial cable. The result is significantly faster upload and download speeds, better streaming capabilities, no tiling or pixelization, more bandwidth for multiple devices at home, and a reliable dedicated connection.

When will it be installed and be available for use?

We anticipate installation of the fiber optic cable will begin in early 2024. The installation will be done in segments, some neighborhoods will be done sooner than others, but we expect the entire community to be up and running on the new fiber over the course of 2024. Our contract will provide faster internet download speeds (400Mbps), for everyone within ninety days utilizing the existing co-axial cable that comes into your house. Individual resident charges for additional voice-remote boxes will also be removed from residents' bills in that timeframe.

How will Comcast install the fiber to my home?

They use directional drilling to install the fiber cable in conduits (protective sleeve) under our roads and driveways. In your yard, the fiber cable is also placed in a conduit and installed 6-8" below the surface. Comcast has extensive experience and there should be minimal disruption to your lawn and landscaping. It will be connected to the current Comcast box on the side of your home. When they complete installation of the fiber in your neighborhood, they will then contact each homeowner to set up the new service into your home. You may opt to use wireless connections to your devices, or they can use your existing wiring connections. Homeowners on the Verandah Cable Committee will also be available to help you transition to the new service. (Good news – when Comcast completes the installation process, they will remove all of the unsightly green telecom boxes that dot our landscape.)

What are my next steps?

1. If you do not require a change in service or if you do not currently purchase additional services from Comcast, you do not need to do anything.
2. If you need additional or replacement tv set-top X1 boxes, make an appointment for a technician to come out to your home to install and instruct you. You may contact Comcast, at 1-800-Xfinity. Inquire if you are speaking with a bulk cable operator (so that the person to whom you are speaking is familiar with the bulk contract details) and explain you are in Verandah. Old tv set-tops boxes may EITHER be returned to Comcast at the retail outlet on Dani Drive OR the technician who comes to install the new ones MAY take them.
3. If you are currently paying for equipment and programming, check your bill to see if there are changes to it.

Who can I contact to learn more and to respond to some specific questions I have?

The Comcast project is a major activity for Verandah, and we will expect homeowners will have many similar questions. Please send your questions to info@VCALife.com. An FAQ will be posted to VCALife.com and when updated, we will notify you with a hyperlink to the revised document.