

Here's some helpful information about Xfinity Common Area WiFi.

What is Xfinity Common Area WiFi?

Now your residents and guests can stay connected in the common areas of your property with fast complimentary WiFi. They'll love being able to stream video, catch up on the latest news or stream music on their laptops, tablets or smartphones in places like the lobby or fitness center. And since your top-of-the-line WiFi service includes 2.4 and 5 GHz bandwidth, residents and guests get fast Internet access on their devices.

How do I let residents and guests know Xfinity WiFi is available on my property?

- Place tear pads with connection instructions in or near the hotspot area.
- Add an announcement to your newsletter or community bulletin board.

What should I tell my residents about Xfinity Common Area WiFi?

You've got a great new building amenity to enjoy. Now you can connect to Xfinity WiFi in places like the lobby, the fitness center, the pool area and more. Access is complimentary for you and your guests, and you don't even need to ask the property manager for a password. You'll enjoy fast WiFi speeds via a service you know and trust — and don't forget that using Xfinity WiFi instead of your mobile data plan can save you money, too.

Who can access Xfinity WiFi in the common areas of my property?

Residents and guests with a WiFi-enabled device can connect without a charge.

- Xfinity Internet subscribers with Performance tier or above and Comcast Business subscribers with Starter Internet or above simply sign in using their Comcast username and password. After the first session, their device will automatically connect in the common area locations and at other Xfinity WiFi hotspots around town. Xfinity Internet subscribers can access millions of Xfinity WiFi hotspots nationwide at no extra charge.

- Non-Xfinity subscribers or those without a qualifying service tier also have complimentary access to your Xfinity WiFi hotspots. They simply create an Xfinity account upon initial login via a quick sign-up process in order to use the service. After initial account creation and sign-in, users will be automatically logged back in during subsequent sessions. Non-subscribers will also get one complimentary Xfinity WiFi hotspot session each month in public areas outside of Common Area properties.

How do residents and guests connect to Xfinity WiFi in the common areas of my property?

1. Enable WiFi on their wireless device.
2. Find and select "Community Xfinity" in the list of available networks, then launch browser.
3. Follow the on-screen prompts on the Xfinity WiFi sign-in page.
 - If the sign-in page is not shown, type in a different address in the Web browser, such as www.xfinity.com, to be redirected to the Xfinity WiFi sign-in page.
 - If "Community Xfinity" is not in the list of available networks, then the device may be too far away from the Xfinity WiFi hotspot.
 - If the "Community Xfinity" name is in the available networks list but the device will not connect, then the device may be too far away from the Xfinity WiFi hotspot for a quality connection.
 - If the device will not connect, turn the WiFi setting on the mobile device off and then on. Try to connect again.
 - If the device will not connect, restart the device by powering off and then on. Try to connect again.

What do residents who are Xfinity Internet customers do if they forget their username or password?

Residents can access this information from the sign-in page, visit xfinity.com/myaccount or call 1-800-xfinity.

Questions about your Xfinity Common Area WiFi?

Xfinity Communities properties and residents with Xfinity service, please call **1-800-xfinity**.

Residents without Xfinity service, please call **1-866-489-0919**.

To learn more about the Xfinity WiFi network or to find a hotspot nearby, visit xfinity.com/wifi.

Welcome to Xfinity Common Area WiFi.

The installation of Xfinity WiFi for your property's common areas is now complete. Now your residents can easily enjoy Internet with blazing-fast speeds in the common areas you designated for the service.

Here's some helpful info to pass on to your residents:

- **Xfinity Common Area WiFi makes life better and easier.** With Xfinity Common Area WiFi, your residents and guests can easily connect to the Internet with their laptops, tablets, smartphones and other WiFi-enabled devices. Now they can stream video, check email or enjoy their favorite online music station in places like the fitness center, the lobby, the laundry room — wherever you designate.
- **Access is complimentary for residents and their guests in common areas.** Residents and guests can save on their wireless bills by using Xfinity WiFi instead of mobile data. Plus, new residents can begin using Xfinity WiFi right away, even before they unpack.
- **With no property-managed passwords, it's easy to connect.** Xfinity Internet subscribers simply sign in with their Xfinity email or username and password. After their first sign-in, their device automatically connects every time they're in your common area — and at Xfinity WiFi hotspots around town.



Residents and guests who are not Xfinity Internet subscribers also have complimentary access to the Xfinity WiFi in your common areas after creating a free WiFi On Demand Amenity account.

Welcome to the Xfinity WiFi network with millions of Xfinity WiFi hotspots across the nation, including your property. Enjoy!



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