

## **DIRECTIONS FOR CALLING XFINITY CUSTOMER SERVICE**

The Venetian Golf and River Club has what is known as a **Bulk Account** with Xfinity for cable tv, internet and phone service.

**PLEASE READ DIRECTIONS  
CAREFULLY BEFORE CALLING THE  
BULK ACCOUNT NUMBER**

**AVAILABLE 8 AM TO 8 PM**

When you call for service, the phone number you are calling from **MUST** match the number Xfinity has on file for you to be connected to a **Bulk Account Call Center** located in the United States. The call center may answer **Xfinity Communities and your name**. If the call center does not recognize your phone number, you may be routed to a general call center. If that happens, try to correct the phone number on your account. Then call the bulk number

again. If this does not work, call the POA office for help. 941-488-9200 If the **Bulk Call Center** is busy, you may have to leave your name for a call back. (One of our test calls took half an hour.) If the **Bulk Call Center** is overloaded, you may be routed to a non-bulk call center, perhaps out of the country. If that happens, hang up and try again later. When you reach the **Bulk Call Center**, confirm that you have in fact reached the **Bulk Account Center**. You may be asked to unplug your modem, wait and plug the modem back in. If that does not help, a service call should be scheduled within a couple of days.

**Service call response times may vary due to major outages caused by accidents, storms, hurricanes and power failures.**

**BULK ACCOUNT CALL  
CENTER - 833-501-1893**