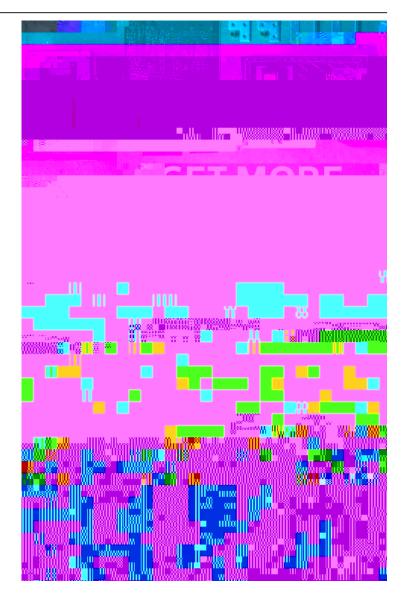
XFINITY On Campus Cal State East Bay Student Housing and Residence Life

XFINITY On Campus (XOC) Overview

What is this service?

- XFINITY On Campus[™] is an IPTV streaming service offered by Comcast for colleges and universities as their on-campus TV service solution. Students can stream live TV and thousands of XFINITY On Demand[™] shows and movies directly on their laptops, desktops and mobile devices (Apple, Android, and Roku), while connected to their campus network.
- XFINITY On Campus[™] is designed exclusively for students who live in on-campus housing and is included as part of the students' housing fees. Our service gives students the ability to watch their favorite shows, movies, and sporting events at anytime, anywhere on campus. Additionally, students can also watch shows using their school credentials to login to over 90 TV Everywhere apps when off-campus.



XFINITY On Campus (XOC) Overview (cont'd)

How much does it cost?

Except for any additional premium services you elect to purchase, there is no additional charge for XFINITY On Campus live streaming TV and XFINITY On Demand programming. It is part of your current on-campus TV service. Students will only be billed if they sign up for a premium subscription service.

What can the on campus students expect?

- Watch through www.xfinityoncampus.com or download the XFINITY Stream app & take your favorite movies and shows with you on the go!
- Access to live TV, sports, movies and more.
- Thousands of XFINITY On Demand movies and shows from the best & most popular networks
- Watch anytime, anywhere with any device!
- Activate up to three devices like your laptop, tablet and smartphone. Last three devices used will be stored. You can add up to 40 devices.
- Option to upgrade and add premiums channels like STARZ®, SHOWTIME®, and sports packages.

Do students need to pay extrT

XFINITY On Campus (XOC) Overview (cont'd)

How many shows may I watch simultaneously?

XFINITY On Campus only allows users to stream video to one device at a time. There can be up to a five minute delay when switching between devices. You can add up to 40 devices.

What can I watch on campus vs. off campus?

XFINITY On Campus is part of your university's on-campus TV service and is only eligible for students registered as living on campus. If you are unable to login, please contact the Access Office at Lassen Rec.

On Campus means you ARE connected to your campus Wi-Fi.

Off Campus means you <u>ARE NOT</u> connected to your campus network or Wi-Fi.is available to all students who are eligible for XFINITY On Campus at no additional cost.

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What is TV Everywhere?

TV Everywhere provides the freedom to watch many of your favorite shows on your terms - when you want, where you want, on the most convenient device available with your XFINITY On Campus account. We currently provide access to more than 100 TV Everywhere partner networks.

Once authenticated, start watching.

Login On A Mobile Device

XFINITY Stream lets students watch live TV and thousands of XFINITY On Demand selections directly on their laptops, desktops and mobile devices (Apple, Android, Kindle, and Roku), while connected to their campus network.



To login to the XFINITY Stream app as a University Student dick the "

" link at the Bottom of the login page. Students will use their primary University login credentials. A student logging into the official on campus Wi-Fi network will receive fu

Upgrade

One of the great benefits of the XOC service is that a student can upgrade to include a paid premium service to watch even more great content.

Special Upgrade Offers for Students

Students will be given opportunity to upgrade:

• Premiums networks like Showtime or International Channels are available as low as \$9.99 amonth

XFINITY On Campus Support

We have a dedicated team to respond to customer requests & usually resolve the issues within 24-hrs.

Portal - support.xfinityoncampus.com

- ‰ Search for issues and submit support tickets Choose "Submit a request" in the upper right corner.
- ‰ From the drop down menu choose if you are a Sales Team member, student, IT staff, or IT staff submitting on behalf of a student.



Digital Outreach

Students are able to utilize the digital outreach options: (Twitter/ Facebook/ Email) % Tweet or DM: @dinityoncampus or #xfinityoncampus