

Big Valley Resort

Comcast Cable TV Issues - Existing Accounts Only For New Service – Visit Comcast/Xfinity Location

Please note: Comcast will only take calls from the individual lot owner – Board members cannot call on your behalf

Please follow these steps for contacting Comcast/Xfinity for Cable TV issues

1. Have your cable box serial # ready (bottom or back of cable box)
2. Call 877-229-5999
3. When asked by the recording for your account number say:
8396-50-044-0017352
4. When the recording asks request: **“Technical Support”**
5. Give the representative **all** of the following information:
 - a. Big Valley Resort, known originally as Big Valley Campground
 - b. Account number: **8396-50-044-0017352**
 - c. State that this is a “hospitality account” paid for by *HOA fees
 - d. You may be asked for your Lot # or street (911) Address

In most cases, the representative will send a signal to your box and your cable will begin working. If they are unable to resolve the problem, you may have to order a new box (over the phone or online) or go in person to the nearest Comcast branch as listed on their website:

6928 Kingston Pike Knoxville, TN 37919

*NOTE: Extended Basic Cable TV is part of the HOA fees paid to Big Valley Resort. Additional services such as High Speed Internet and On Demand and other services are available but the lot owner/renter is responsible for payment and must have billing sent to their personal mailing address, not their Big Valley street address.