



Harrison Holiday Park has been advised that several member “CABLE” boxes have passed their life expectancy and will no longer work. We urge our members to look in your RV and see if you have this style box shown in the picture below.

This is the OLD BOX

Specifications



If this is not what your box looks like, you should be good to go. If your Cable or Internet are not working and not the “old style” cable box, proceed to the contact instructions on page 2 of this document.

If your Cable box looks like the picture above, remove your cable box including the cord and remote control and bring them to the office for exchange for a new box. Once you install the new box you will need to contact Shaw following the instructions on page 2 of this document as they will need to register the NEW serial number to your site and activate the box.

If you are experiencing cable and internet connectivity issues when arriving at the park you can also follow the steps on page 2 as well. The Bulk internet information only pertains to those members that signed up last season for the 5 year bulk internet program.

Option #1: Phone In to Rogers/Shaw Bulk Support

Quote Cable or Internet Account Number depending on your issue

Bulk Support # 1-844-235-7429 – **PRESS 2 Customer Service**

Please have the following information on hand to provide to the bulk agent:

- **Bulk Master: Classic Cable- Acct # 018-7871-6162**
- **Bulk Internet – Acct #018-8371-2717** *(this account is only for members that are already signed up for the 5-year internet program)*
- Serial numbers (Serial # from Cable Box or Internet Box depending on your issue)
- Resident Information - Your Lot Number: (IE Lot # & Street Name + 973 Hot Springs Rd Harrison Hot Springs, BC V0M 1K0)
- Ensure that the boxes are connected to coax and power BEFORE calling.

Option #2 Email in to Rogers/Shaw Bulk Account Inquiries

The response time can take between 1-3 days (Recommended for non-urgent issues)

Send Email to - BulkAccountInquiries@sjrb.ca

Use the email template below for faster service

TEMPLATE: type this information as written below in an email to Shaw for faster service.

Dear Rogers/Shaw Bulk Services,

Please activate box for the below Lot/Suite:

Master Account

Bulk Master Name: Harrison Holiday Park - 973 Hot Springs Rd, Harrison Hot Springs, BC V0M 1K0

Bulk Master: Classic Cable- 018-7871-6162

Bulk Master: Internet – *(only include the account number her if you have BULK internet)*

Resident Information

- **Suite #: Your Lot Number: (IE Lot # & Street Name)**
- **Serial Numbers: (please be sure to advise if it is cable or internet, you need assistance with)**

Cable Box serial number: (information from your box)

Internet Box serial number: (information from your box if you are on our park bulk internet program)

Thank you

Jane Doe *(insert your first and last name here)*

Phone #
