

COMCAST BUSINESS INSTALLATION OVERVIEW

COMCAST BUSINESS INTERNET | COMCAST BUSINESS VOICE | COMCAST BUSINESS TV

WELCOME TO COMCAST BUSINESS

With Comcast Business Internet, Voice and TV, you get better choices in technology, service and value, built for business.

THE INSTALLATION PROCESS

1 | Complimentary Pre-Installation Survey

Prior to installation of services, a Comcast Business technician may need to perform a walk-through to ensure we are properly prepared for a smooth installation of services. You will receive a communication from a Comcast Business representative with the date and time if a survey is necessary. Typically this survey is 24-72 hours prior to your installation date, and is scheduled at the same time as the installation date. During this pre-installation survey, a technician will check the internal wiring at your premise and the technician will check signal levels.

TIP: We may need access to your utility closet where the Comcast service will enter the building during this walk-through – remember to obtain the key to this area if it is not readily accessible.

2 | Professional Installation

A Comcast Business representative will contact you with your installation date and time. It is important that you confirm the installation date with our team as well as confirm the contact for the day of install to prevent issues when the technician arrives. You can confirm via email or via phone. Note: if you are porting telephone numbers from another carrier, the installation confirmation is critical to enable a smooth port of numbers with minimal down time.

TIP: Make sure an authorized representative is available at the service location during installation to review the services to be installed and sign for completed work.

3 | Pre-Install Checklist

- An authorized representative must be available at your location during installation to review the services to be installed and sign for completed work.
- Choose an area close to your computer or gateway device to house your Comcast equipment.
- Please make sure area is clear and clean.
- Provide at least two (2) 110v AC outlets within six (6) feet of the Comcast equipment. Additional outlets may be required depending on the services ordered.
- Please make sure your network administrator or technical contractor is available at your location or via telephone during the last hour of your installation. If you have Business Trunks or Business VoiceEdge, **schedule your IT network administrator or technical contractor to be available at your location.**

4 | Customer Responsibilities

- You are responsible for integrating and troubleshooting your network. Comcast Business will only support the Comcast owned devices.
- You are responsible for integrating and troubleshooting your managed phone system, such as a KEY or PBX system, if applicable.

THE INSTALLATION

Please Note: Scheduled appointment length is approximate. Complete installation will take from 1.5 to 4 hours, but can vary significantly based on service complexity. Additional advanced voice services such as Business VoiceEdge™ or Business Trunks are not included in this overview.

INSTALLATION DATES MAY CHANGE. We will make every attempt to meet the agreed upon installation date, however installation dates are subject to change and your business is encouraged to have a contingency plan in place in order to continue to make and receive phone calls, maintain internet connection and your other commercial services should a interruption of service occur during installation, or a delay occur in the installation of Comcast service. This can be achieved by forwarding calls to another land-line phone or a cellular device (cellular charges may apply). The following factors may also affect the installation process:

- Customer availability.
Please be certain we have the appropriate contact information.
- Changes to the services purchased. This may also impact the date of installation.
- Access to other suites or areas of the building (if applicable).
- Delays due to the construction process (if applicable).
- Additional advanced voice services.

STEP 1 - Our technician will perform a walk-through and discuss the services to be installed.

(20-30 minutes)

STEP 2 - The technician will perform the installation.

(Time will vary)

Installation may include the following:

- Prepare the site externally and internally.
- Pull wires for services to demarcation.
- Install necessary equipment.
- Provision your services.
- Port and assign phone numbers (Voice service only). If you are getting new numbers from Comcast, they will be assigned during the installation. They cannot be provided in advance.
- Test your services to ensure they are working.

After the Comcast Business service installation, your IT Data or Telephone system vendor will need to complete the integration of Comcast services with your data network and/or telephone system.

Expect up to 20 minutes of downtime during the integration and porting process, although times may vary. Your technician will notify you before this begins!

Comcast Business will only configure and support the Comcast-owned devices and Comcast wiring to the Comcast Demarcation.

These points are:

- Internet – RJ45 port on the IP Gateway. Static IP(s) will be provided if applicable.
- Voice – RJ11 port on the eMTA (Cable Modem) or a wall mounted 66 block.
- Video – at CPE (customer premise equipment) device i.e., television, etc.
- WiFi – at CPE (customer premise equipment); customer is responsible for keeping the gateway passwords

STEP 3 - Complete Installation and Review Services

(15-30 minutes)

The technician will review the installation including the following:

- Verify that all services are working.
- Provide general operating instructions including the Comcast Business Welcome Kit.
- Review managing services online at **business.comcast.com/myaccount** - including how to pay your bill online, activate desktop security and access cloud applications and activate Microsoft email or other services.
- As a last step, please confirm with the technician that your services are working and you are satisfied with the installation.

The screenshot shows the Comcast Business online account management interface. The top navigation bar includes links for My Account, My Services, Support, Shop Services, Upware Marketplace, and Bill my profile. The main content area features a 'UPWARE MARKETPLACE' banner for 'BUSINESS APPS FOR INCREASED PRODUCTIVITY'. To the right is a 'Bill Summary' table with the following items:

Item	Amount
Previous balance	\$0.00
Payments & Credits	(\$0.00)
Recurring charges	\$0.00
One Time charges	\$0.00
Taxes & Fees	\$0.00
Statement balance	\$0.00
Recent payments	(\$0.00)
Balance Due	\$0.00

Below the bill summary are links for 'Set Up AutoPay' and 'View bill details'. At the bottom, there is a 'Pay now!' button. The interface is annotated with several callout boxes:

- Manage your account and features** (top left)
- Manage your services as a user** (top center)
- Fast access to answers online** (top right)
- Quick access to your email and phone features** (middle right)
- Quick access to manage and pay your bill** (bottom right)
- Activate additional features** (bottom left)
- Visit the cloud marketplace** (bottom center)

At the bottom of the page, there is a row of icons for: Create a new user, Manage My Alerts, Setup Auto Pay, Setup Email, Manage My Alerts, and Explore Upware.

EASILY MANAGE YOUR SERVICES ONLINE

Activate your online account at **business.comcast.com/myaccount** for quick and easy access to everything you might need in your first few days of service and beyond. You can pay your bill, set up Auto Pay, and sign up for Ecobill, as well as manage your features and services. You will also have full access to an extensive library of help and support materials, from simple set up instructions to advanced troubleshooting details.