WELCOME TO COMCAST BUSINESS.

We’re built for business, and we’re focused on helping you be as productive as possible — as soon as possible. So we created this Welcome Guide to help you get up and running with our products and services, quickly and easily.

Thank you again for choosing Comcast Business. We aim to do everything we can to exceed your expectations every day.

Transform the way you do business.

REGISTER FOR MY ACCOUNT
CONTROL AND CONVENIENCE AT YOUR FINGERTIPS

Get started at business.comcast.com/myaccount

Record your account details for easy access

- **Account Number:** (found in your welcome email or on the work order you received from the technician)
- **My Account Sign-In:**
  - **Email Address:**
  - **Password:**
- **Wireless Network Information:**
  - **Wireless Network Name:**
  - **Wireless Network password:**

You can edit your network name and password in My Account.

MY ACCOUNT

MANAGE YOUR SERVICES — ANYTIME, ANYWHERE.

Get the most out of your new Comcast Business services with My Account. Easily manage your services from any device, in the office or on-the-go.

Take advantage of these powerful account management tools:

- Make bill payments and customize billing options like Auto Pay and EcoBill®
- Sign up for text alerts for billing & appointment reminders and outage resolution notifications
- Customize product features
- Access Comcast Business Cloud Solutions, a suite of cloud apps to boost business productivity
- Check your connection status
- Manage WiFi settings and locate XFINITY® hotspots
- Troubleshoot technical issues
- Chat with a live agent, Monday – Friday, 8am-5pm EST

Ready to take control of your account details, features, and services? Register now at business.comcast.com/myaccount.

COMCAST BUSINESS CLOUD SOLUTIONS & OFFICE 365

Comcast Business Cloud Solutions is an online marketplace of cloud-based applications that are built for business.

Our cloud specialists curate and manage the marketplace, selecting applications to help your business. They range from online backup and security to electronic signature and collaboration tools. Best of all, by accessing these applications from Comcast Business, you’ll get customer support on these applications — at no additional charge.

Comcast Business Cloud Solutions now offers Microsoft Office 365.

For Comcast Business Internet customers, Office 365 delivers the productivity apps you know like Word, Excel, and PowerPoint. Plus, they’re accessible from anywhere and on any device so you can work more efficiently. Your projects can be automatically backed up to the cloud with built-in collaboration tools, allowing for real-time sharing.

In addition to Office 365, Comcast Business Cloud Solutions offers these software applications:

- DocuSign (Electronic Signature)
- Carbonite (Online Backup)
- F-Secure (Security)

MY ACCOUNT

Helpful Registration Tips

- Your account number can be found in your welcome email or on the work order you received from your installation technician. You may want to keep it handy for future reference.
- Your service address ZIP code or the phone number listed on your account is needed to complete registration.
- A valid email address is required to create your sign-in credentials.
- Passwords must be 8 to 16 characters and contain at least one uppercase letter and one number.

YOUR SECURITY PIN

Business Voice customers will need to enter their security PIN to view billing information and manage Voice features on My Account. If you are signing in to My Account from your Comcast Business Internet connection the day after install, you will be automatically authenticated and will not need to enter your security PIN. Once My Account is activated, you can view your security PIN so that you have it for future reference, or if you change your billing information you can enter it when you sign in.

NOTE: Comcast will send your initial security PIN to the email address you provided while placing your order. If you did not provide an email address, or you’ve changed your email address after placing your order, you will receive your initial security PIN by regular mail (USPS) within the first 14 days of service.

THE COMCAST BUSINESS APP

Manage your account from the palm of your hand with the Comcast Business App—an innovative all-in-one tool designed with your business in mind. Gain access to these essential account management features on-the-go:

- Manage your account settings and features
- Review and pay bills
- Troubleshoot Internet
- See your TV channel lineup
- View scheduled appointments

Get it on Google Play or download it on the Apple Store.

Please note: My Account and Comcast Business App features will vary depending on your ordered services.

ACCESS ONLINE HELP

Register for My Account business.comcast.com/myaccount
Find Fast Access to Answers business.comcast.com/help
View Comcast Business News & Events cbcommunity.comcast.com
View Comcast Business Customer General Terms and Conditions, AUP and Privacy Policy business.comcast.com/terms-conditions-smb

VISIT business.comcast.com/welcome or call 800-391-3000 TO GET EXPERT SUPPORT 24/7/365
CONNECT TO YOUR PRIVATE WIRELESS NETWORK

TO FIND YOUR COMCAST BUSINESS WIRELESS NETWORK INFO (WIFI)

1. The two Network Names (SSID) and the one Network Key (password) can be found on the side or bottom of your modem/router.
2. Choose one of the networks from your wireless device and enter the case-sensitive password.

NOTE: The default Network Names (SSIDs) and Network Key (password) are unique to your Wireless Network. We recommend changing the Network Key (password). If you asked your installation technician to change the default password, please use the new password.

1. Go to the WiFi Settings on your device and activate WiFi.
2. Select the 2.4 GHz or the 5 GHz Network Name (SSID) on your device. Under the settings, select your business's network. If your device supports both 2.4 and 5 GHz, you will be able to see both networks and should go through the authentication process for each network (both the 2.4 & 5 GHz networks). After you connect for the first time, your device will automatically optimize to pick up the faster network available to you.
3. When prompted, enter your case-sensitive Network Key (password). Click the confirmation button. It usually says Join, Connect, or OK.
4. When your device is connected, you will see a check mark (or other indication) next to the Network Name (SSID) you selected.

GET STARTED WITH WIFI PRO

1. Getting started
   Customers with Comcast Business Internet and WiFi Pro service: Get started by visiting comcastwifipro.com and sign in using the email address and password associated with My Account.
2. Adding a new network
   Once you’ve signed in, click the + button to add a new network. You can also edit one of the existing networks by tapping on its name and selecting Edit.
3. Setting your password
   Add or change the WiFi Network name to your liking. If it’s a private network, make sure to set a strong password.

We recommend you use at least 12 characters — an easy-to-remember phrase is an ideal choice. Record your new network name and password in a safe place.

DID YOU KNOW?
If you have Static IP, My Account allows you to view your Static IP information. Register at business.comcast.com/myaccount.

COMCAST BUSINESS INTERNET & WiFi CUSTOMERS

XFINITY® HOTSPOT
Your Wireless Network can be used as a Public WiFi hotspot for your customers and patrons. It has the SSID “xfinity.” As a Comcast Business Internet customer, you also have access to millions of XFINITY WiFi hotspots nationwide, all by using your My Account credentials. If you have not already done so, you can register for My Account and set up your username and password at business.comcast.com/myaccount.

Connect to an XFINITY Hotspot:
1. Select the “xfinity” Network Name (SSID) from the available networks on your wireless device.
2. Open a browser window. On some systems, a browser screen will appear automatically.
3. Follow the on-screen prompts to sign in with your My Account credentials.

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COMCAST BUSINESS VOICE

TO SET UP YOUR VOICEMAIL
Each Comcast Business phone line can have its own voicemail. Each user will need to set up a password and personalized greeting to access voicemail. Initial set up of the password and personalized greeting needs to be done directly on each telephone number.

FIRST-TIME VOICEMAIL ACTIVATION
1. Dial ‘99 from your office telephone.
2. Enter the default password (last four digits of your telephone number).
3. Follow the audio tutorial to create a new password and record your customized greeting.
4. To access your voicemail after initial setup: dial your telephone number and press 9 when you hear your personal greeting. When prompted, enter your password. Voicemail can be accessed on My Account and on the Comcast Business App.

CALL FEATURES
Easily manage your features directly from your phone using the Feature Access Codes listed below and on My Account.

FEATURE ACCESS CODES
Feature Access Codes enable you to activate or deactivate features by dialing specific codes on your phone. Additional feature codes available at business.comcast.com/help.

<table>
<thead>
<tr>
<th>Feature</th>
<th>To Activate</th>
<th>To Deactivate</th>
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</thead>
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<tr>
<td>Call Forwarding</td>
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<tr>
<td>Call Forwarding Non Reachable</td>
<td>#58</td>
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<td>Call Forwarding Busy</td>
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<tr>
<td>Call Forwarding No Answer</td>
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<td>Call Hold</td>
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<td>Call Waiting</td>
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<td>Caller ID Unblocking Per Call</td>
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<td>#82</td>
</tr>
<tr>
<td>Call Trace</td>
<td>#57</td>
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</tr>
</tbody>
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HUNT GROUPS
If an incoming call reaches a busy line, the call is automatically routed to the next open line. “Hunting” not only keeps your calls flowing at their most efficient levels, but enables you to capture a call that might otherwise go unanswered. If no one is available, your Hunt Group forwards the call to the voicemail of the original line.

COMCAST BUSINESS TV

CHANNEL LINEUP
Customers with Comcast Business TV can view their channel lineup in My Account. Register or sign in at business.comcast.com/myaccount and select Business TV under Manage Services.

BUSINESS TV PACKAGE OPTIONS
We offer a variety of packages to support your Business TV needs. Please call 800-391-3000 to discuss additional package options.

VISIT business.comcast.com/welcome or call 800-391-3000 TO GET EXPERT SUPPORT 24/7/365