COMCAST BUSINESS
INSTALLATION OVERVIEW

COMCAST BUSINESS INTERNET | COMCAST BUSINESS VOICE | COMCAST BUSINESS TV

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. 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 and signal levels of your premise.

**TIP:** We may need access to your utility closet – remember to obtain the key to this area if it is not readily accessible.

2 | PROFESSIONAL INSTALLATION

Confirm your installation details, such as date/time and point of contact for the day, with your Comcast Business representative via email or phone. This will prevent issues when the technician arrives. If you are porting telephone numbers from another carrier, confirming these details is critical to ensure a successful transition with minimal down time.

3 | PRE-INSTALL CHECKLIST

- Have the following points of contact on site during the day of install:
  - An authorized representative to review services scheduled for installation and sign for completed work.
  - A network administrator or technical contractor who manages your phone system and Internet.
- Choose a clean and clear area close to your computer or gateway device to house your Comcast equipment.
- If you will be receiving WiFi services, identify areas in your building you wish to have sufficient coverage so the technician can check signal levels upon completion of the installation.
- 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.
- If your property has a fire or security alarm system installed, your alarm company must test the system and communication path after your service installation. For fire alarms, this is a requirement of the National Fire Alarm and Signaling Code (NFPA 72), in accordance with Chapter 14.

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.

**TIP:** Within 24 hours of install, you’ll receive an email survey. Let us know how the installation went so that we can continue to improve and grow our teams.
THE INSTALLATION
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. Your business is encouraged to have a contingency plan in place to continue to make and receive phone calls and maintain Internet connection. 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.**
- Access to other areas of the building (if applicable).
- Changes to the services purchased.
- Delays to the construction process (if applicable).
- Additional advanced voice services.

STEP 1 - TECHNICIAN PERFORMS WALK-THROUGH AND DISCUSSES THE SERVICES TO BE INSTALLED. (20-30 MINUTES)

STEP 2 - INSTALLATION BEGINS. (TIME WILL VARY)

Technician will perform the following functions:
- Prepare the site externally and internally.
- Pull wires for services to demarcation.
- Install necessary equipment.
- Provision 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 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 Comcast-owned devices and wiring according to 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 – customer equipment; i.e., television, etc.
- WiFi – customer equipment; customer is responsible for keeping the gateway passwords

STEP 3 - INSTALLATION COMPLETE. (15-30 MINUTES)

Technician will perform the following functions:
- Verify all services are working.
- Provide general operating instructions including the Comcast Business Welcome Kit.
- Review managing services online at [business.comcast.com/myaccount](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.
- Confirm with you that all your services are working and you are satisfied with the installation.

ACCESS ONLINE HELP
- Register My Account: [business.comcast.com/myaccount](business.comcast.com/myaccount)
- Find fast access to answers online: [business.comcast.com/help](business.comcast.com/help)
- View Comcast Business news & events: [cbcommunity.comcast.com](cbcommunity.comcast.com)
- View Comcast Business customer general terms and conditions and privacy policy: [business.comcast.com/terms-conditions-smb](business.comcast.com/terms-conditions-smb)

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- Review and pay bills
- Troubleshoot Internet
- See your TV channel lineup
- View scheduled appointments
- Extend your Business VoiceEdge service