

COMCAST
BUSINESS

***WELCOME TO
COMCAST BUSINESS***



THANK YOU FOR CHOOSING COMCAST BUSINESS

No matter what industry you're in, communication, connection and information are key to serving customers and taking your business to the next level. With Comcast Business, using the Internet, staying in touch and accessing news and entertainment are simple with easy-to-use interfaces and convenient customer service. We hope you will find this guide to be a useful resource for getting the most out of your services.

Easily Manage Your Services Online

Please visit business.comcast.com/welcome, a one-stop shop for Comcast Business customers that provides quick and easy access to everything you might need in your first days of service and beyond. From your online account, you can manage your services and features, pay your bill online, as well as access help and support materials.

The screenshot shows the Comcast Business online account management interface. The top navigation bar includes 'MY ACCOUNT', 'Manager Tools', 'My Services', 'Support', 'Shop Services', 'Upgrade Marketplace', 'Edit my profile', and 'Sign out'. Below the navigation bar, there are sections for 'MANAGE ACCOUNT' (Bills, Users, Account Details) and 'MANAGE SERVICES' (Internet, Email). A central banner reads 'Welcome to your online account!' with a sub-header 'Easily pay your bill, manage your email boxes, communicate with your customers and more.' To the right, a 'First bill summary' table is visible, showing a total amount due of \$0.00. At the bottom, there are six icons for account management: 'Create a new user', 'Create a website', 'Manage Auto Pay', 'Assign a phone number', 'Create a distribution list', and 'Assign an email address'. Red callout boxes highlight the following features:

- Manage your account and features (pointing to 'Bills', 'Users', 'Account Details')
- Manage your services as a user (pointing to 'Internet', 'Email')
- Quick access to your email and phone features (pointing to 'Email' and 'Assign an email address')
- Activate additional features (pointing to the bottom icons)
- Quick access to manage and pay your bill (pointing to the 'Pay bill now' button)

Get Support When You Need It

If at any time you have questions that are not answered here, please visit our comprehensive Help & Support library at business.comcast.com/help or our customer forums at business.comcast.com/forums to get answers from Comcast experts and customers like you.

Voicemail Access Number

CONTENTS

4–7	Comcast Business Internet
8–17	Comcast Business Voice
18–25	Comcast Business TV
26–30	Online Bill Pay & Bill Statement Overview
31	Additional Services
32	Comcast Business Promise

HELP AND SUPPORT

Activate Your Online Account

business.comcast.com/welcome

Search Our Comprehensive Help & Support Library

business.comcast.com/help

Join The Conversation At Our Customer Forums

business.comcast.com/forums

View Comcast Business News & Events

business.comcast.com/social

COMCAST BUSINESS INTERNET

EXPERIENCE A NEW BREED OF SPEED.



Thank you for choosing Comcast Business for your Internet service. The benefits go beyond fast-loading Web pages, speedy downloads and a consistent connection. Comcast Business Internet offers a broad range of communication and collaboration tools, like Cloud Services from Microsoft® and Web Hosting options.

And, you don't have to be a "techie" to set up the service. Simple menus will guide you through the process. After taking just a few minutes to familiarize yourself with the instructions, you can begin using both basic and advanced features right away.

QUICK START

Activating your Comcast Business Internet account can be done in less than 15 minutes. If at any time you need assistance, please call Business Customer Care at **800-391-3000**.

To Activate Your Account:

1. In your browser, go to business.comcast.com/welcome. Click the **Get started** button at the top of the page.
2. Fill out the two fields for a first time user with your account number and either your billing phone number or zip code. When you have completed the form, click **Activate**.

Comcast Business customers have the option to link multiple Comcast Business accounts and access them with a single sign-in email address. Linking accounts will allow you to skip the hassle of remembering account information for several accounts and manage billing and other features in one convenient location.

NOTE: Only an account that has not previously been activated online can be linked to another account.

After you have activated your account, you will need to set up your credentials in order to be able to sign in to your account. If you are a Comcast Business Internet

customer, you can choose how you would like to set up your account sign in credentials. You have the option to either use an email address that you already have (example: john_smith@gmail.com) or you can set up a new Comcast Hosted Microsoft® Exchange email address, which would allow you to use your company name in your email address (example: johnsmith@yourcompany.comcastbiz.net). A Hosted Exchange email address will also enable you to customize the domain in your email address by registering a domain, which is included in your Comcast Business Internet subscription (example: johnsmith@yourcompany.com).

Once you set up the initial Microsoft Hosted Exchange email box, you will have Primary Manager privileges that will enable you to activate services included with your Business account, including:

- Additional Microsoft email boxes
- Windows® SharePoint
- Comcast Web Hosting
- Norton™ Internet Security Online

A few minutes after activating your account, you can check your email, create more email boxes, install Microsoft® Outlook and manage your website from your online account.

NOTE: Access to Microsoft Hosted Exchange or Windows SharePoint requires a comcastbiz.net email account as the primary manager.

HOSTED MICROSOFT® EXCHANGE

Once you have activated your account, follow the prompts to create a username and password and to set up your email address. Email addresses can be in one of the following formats:

- name@[companyname].comcastbiz.net
- name@[companyname].com

HELPFUL TIPS

- **Your account number.** You will find this number on the welcome email sent after your service was activated, or on the work order you received from the technician who installed your service.
- **Ideas for your username.** Usernames must be composed of letters and/or the following characters: period (.), plus sign (+), hyphen (-) and underscore (_).
- **Ideas for your password.** Passwords must be 8 to 16 characters long and contain at least one uppercase letter and one number.
- **Ideas for your email.** Create an email using your business name to appear more professional.

With hosted Microsoft® Exchange, you have an on-the-go communications platform including:

- **Microsoft® Outlook** — Share and synchronize email, calendars, contacts and tasks.
- **Windows® SharePoint** — Share documents and information, coordinate projects and get up to 10 GB of storage and backup.
- **Mobile Access** — Communicate from anywhere you have Internet access, on all your mobile devices.

WEB HOSTING

Comcast Business Web Hosting enables you to create a Web presence that fits your business: anything from a basic site to a full-featured, professional e-commerce site. Simple, intuitive tools and state-of-the-art hosting services allow you to build the site you need. Options include:

- **Starter Package** — **Included at no extra charge**, this package offers the ability to build a 3-page website for your business at your own domain with easy-to-use online site building tools. You get 10 MB of storage space and 100 MB of data transfer.

NOTE: *The Starter Package does not support FTP.*

- **Business Package** — With 300 GB of storage space, you can build a dynamic site with Web scripting and database support. This package lets you host lots of pages and take lots of hits, but does not cost lots of money.
- **Commerce Package** — Put a large catalog online and sell your products securely with 400 GB of storage space and integrated e-commerce functionality.
- **Professional Package** — All of the functionality included in the Commerce Package with even more storage space. This bundle lets you build, run and promote a big website without a big price.

NOTE: *If you would like to upgrade your service, please visit business.comcast.com/myaccount, navigate to **Manage Website** and then choose **Upgrade Web Hosting**.*

YOUR SECURITY

For your protection, log on to your account at business.comcast.com/upware to download Norton™ security tools, some of which are included with your service at no additional charge.

SYSTEM REQUIREMENTS

There is a difference between **Minimum** and **Recommended** requirements. The following table lists the minimum hardware requirements that are supported by Comcast Business as well as the recommended requirements for getting the most out of your Internet connection.

Operating System	Speed Tier	Requirements	Processing Speed	Memory	Ethernet	Browser
Windows 7	100Mb/10Mb	Minimum/ Recommended	1.5 GHz/ 2.0 GHz	32 bit: 1 GB 64 bit: 2 GB/ 2 GB	10/100/1000 (Gigabit Ethernet)	IE 6.0 Firefox 2.0/ IE 8.0 Firefox 3.6
	50Mb/10Mb	Minimum/ Recommended	1.5 GHz/ 1.8 GHz	32 bit: 1 GB 64 bit: 2 GB/ 2 GB	10/100 (Fast Ethernet)/ 10/100/1000 (Gigabit Ethernet)	IE 6.0 Firefox 2.0/ IE 7.0 Firefox 3.0
	22Mb/5Mb	Minimum/ Recommended	1.5 GHz/ 1.8 GHz	32 bit: 1 GB 64 bit: 2 GB/ 2 GB	10/100 (Fast Ethernet)/ 10/100/1000 (Gigabit Ethernet)	IE 6.0 Firefox 2.0/ IE 7.0 Firefox 3.0
Windows Vista	100Mb/10Mb	Minimum/ Recommended	1.5 GHz/ 2.0 GHz	512 MB/ 2 GB	10/100/1000 (Gigabit Ethernet)	IE 6.0 Firefox 2.0/ IE 8.0 Firefox 3.6
	50Mb/10Mb	Minimum/ Recommended	1.5 GHz/ 1.8 GHz	512 MB/ 1 GB	10/100 (Fast Ethernet)/ 10/100/1000 (Gigabit Ethernet)	IE 6.0 Firefox 2.0/ IE 7.0 Firefox 3.0
	22Mb/5Mb	Minimum/ Recommended	1.5 GHz/ 1.8 GHz	512 MB/ 1 GB	10/100 (Fast Ethernet)/ 10/100/1000 (Gigabit Ethernet)	IE 6.0 Firefox 2.0/ IE 7.0 Firefox 3.0
Windows XP/ Windows 2000	100Mb/10Mb	Minimum/ Recommended	1.5 GHz/ 2.0 GHz	512 MB/ 2 GB	10/100/1000 (Gigabit Ethernet)	IE 6.0 Firefox 2.0/ IE 8.0 Firefox 3.6
	50Mb/10Mb	Minimum/ Recommended	1 GHz/ 1.8 GHz	256 MB/ 512 MB	10/100 (Fast Ethernet)/ 10/100/1000 (Gigabit Ethernet)	IE 6.0 Firefox 2.0/ IE 7.0 Firefox 3.0
	22Mb/5Mb	Minimum/ Recommended	750 MHz/ 1.8 GHz	256 MB/ 512 MB	10/100 (Fast Ethernet)/ 10/100/1000 (Gigabit Ethernet)	IE 6.0 Firefox 2.0/ IE 7.0 Firefox 3.0
Mac OX 10.4	100Mb/10Mb	Minimum/ Recommended	1.2 GHz/ 2.0 GHz	512 MB/ 2 GB	10/100/1000 (Gigabit Ethernet)	Firefox 3.0 Safari 3.0/ Firefox 3.6 Safari 4.0
	50Mb/10Mb	Minimum/ Recommended	800MHz/ G5 PowerPC, 1.7 GHz Intel 1.8 GHz	256 MB/ 512 MB	10/100 (Fast Ethernet)/ 10/100/1000 (Gigabit Ethernet)	Firefox 2.0 Safari 2.0/ Firefox 3.0 Safari 3.0
	22Mb/5Mb	Minimum/ Recommended	600MHz/ G5 PowerPC, 1.7 GHz Intel 1.8 GHz	256 MB/ 512 MB	10/100 (Fast Ethernet)/ 10/100/1000 (Gigabit Ethernet)	Firefox 2.0 Safari 2.0/ Firefox 3.0 Safari 3.0

COMCAST BUSINESS VOICE

EXPERIENCE A NEW BREED OF PHONE SERVICE.



With your Comcast Business Voice service, you will enjoy the convenience of staying connected with high quality and robust voice service. Plus, with Full Featured lines, you get unlimited nationwide direct-dial calling from your office, including calls to Canada and U.S. Territories such as Puerto Rico, U.S. Virgin Islands, Guam and Saipan/N. Mariana Islands.

This section provides easy-to-follow instructions for setting up voicemail, an overview of additional features and functionality, and information on how to manage your voice services online.

VOICEMAIL MESSAGES

When you are on the phone, offsite or just need a phone-free hour to focus on a project, Business Voicemail enables you to manage your time without missing any messages. You can even opt to be notified via email that you have voice messages waiting.

Setting Up Voicemail

To set up your new Business Voicemail service, follow these easy-to-use instructions. The first time you call into your voicemail, you must use your office phone to create a new password and the personalized greeting that callers will hear. Each phone line has its own voicemail and will need to be set up individually.

To Activate Voicemail:

1. Dial ***99** from your office telephone.
2. You will be prompted to enter the default password, which is the last four digits of your telephone number.
3. Listen carefully to the recorded instructions — an audio tutorial will guide you through the setup of your new voicemail service. You will be prompted to create a password, record your name and record a customized business greeting.

Accessing Voicemail

There are four ways to access your voicemail:

From Your Office:	Away From Your Office:
<ol style="list-style-type: none"> 1. Dial *99. 2. When prompted, enter your password. 3. Make a selection from the Main Menu. 	<ol style="list-style-type: none"> 1. Dial your office telephone number. 2. When your personal greeting starts, press #. 3. When prompted, enter your password. 4. Make a selection from the Main Menu.
Voicemail Access Number:	Online:
<ol style="list-style-type: none"> 1. Dial your Voicemail Access Number. 2. Press #. 3. You will be prompted to enter your mailbox number, which is your 10-digit telephone number. 4. When prompted, enter your password. 5. Make a selection from the Main Menu. 	<ol style="list-style-type: none"> 1. Log on to your online account at business.comcast.com/myaccount. 2. From the homepage, click My Services from the top navigation and then click My phone. 3. Enter your password which is either the last 4 digits of your telephone number plus 648, your PIN, or your voicemail password. Once logged in, please change your password for added security.

NOTE: If you do not have your Voicemail Access Number, please contact Business Customer Care at **800-391-3000**. We included space on page 2 of this guide where you can write your Voicemail Access Number for easy reference.

Managing Features Online

With Business Voice, you can manage your voice features conveniently online from within our voice management site. Key functionality includes:

- View recent, missed, and dialed call history
- Manage voicemail including setting email notifications for new voicemail messages
- Activate or deactivate features such as Call Forwarding

Visit business.comcast.com/myaccount to activate your online account and to manage services. Once activated, login and click **My Services**, then **My Phone** to get started.

The screenshot shows the Comcast Business Voice management website. At the top, there is a navigation bar with 'COMCAST BUSINESS' on the left and 'My Services' highlighted in the center. Below the navigation bar, there is a search bar and a 'My phone' link. The main content area is divided into three sections: 'My email', 'Security', and 'My phone'. The 'My email' section includes options for 'Junk mail filter', 'Blocked addresses and domains', and 'Allowed addresses and domains'. The 'Security' section includes a 'Download for PC' button. The 'My phone' section includes a 'Manage my phone features' button. Three red callout boxes are present: '1' points to the 'My Services' link in the navigation bar, '2' points to the 'My phone' link below the search bar, and '3' points to the 'Manage my phone features' button in the 'My phone' section. To the right of the screenshot, there are two red boxes: the top one says 'Manage your voice features and voicemail settings' and the bottom one says 'View your call history'.

Managing Voicemail on the Phone

When you access Business Voicemail by phone, you will be in the Main Menu. This menu will prompt you with a set of options to use in managing your messages. Once you've made a selection from the Main Menu, you will hear prompts to guide you through further options. The following is a list of options available to you from the Main Menu.

VoiceMail Main Menu Options:

- Press **1** to review your new messages. As you listen to your new messages, you have the following options:
 - Press **4** to replay the message.
 - Press **5** to listen to the message envelope.
 - Press **6** to forward the message to another Comcast phone subscriber (a time saver if you are the administrator of a group mailbox).
 - Press **7** to delete the message.
 - Press **8** to reply to a message from another Comcast phone subscriber (this is especially handy for replying to messages during off hours).
 - Press **9** to save the message.
 - Press **0** to hear more options.
 - Press **33** to fast-forward to the end of the message.
 - Press **77** to delete the message while it is playing.
 - Press **91** to mark the message unheard.
 - Press **#** to skip the message.
 - Press ***** to cancel the message playback and return to the previous menu.
- Press **2** to record a message and send it to another Comcast phone subscriber.
- Press **4** to change your individual options. You will then have the following options:
 - Press **2** for administrative options.
 - Press **3** to manage your greetings.
 - Press **5** to skip your password when listening to messages from home.
 - Press ***** to go back to the Main Menu.
- Press ***** to disconnect.

Group Distribution Lists

You can immediately broadcast a message to any combination of customers and colleagues with a Group Distribution List. You can create up to 6 different lists to use to send bulk voicemail. To learn more about Group Distribution List options, please visit business.comcast.com/help.

NOTE: Only Business Voicemail customers can be added to a Group Distribution List. Group Distribution List members should have a recorded name associated to their voicemail box to ensure optimal operation.

Greeting Scheduler with Alternate Greeting

You may set up an alternate greeting that plays when your personal greeting is not scheduled. For example, you can have your personal greeting play on weekdays and your alternate greeting play on weekends.

To Set Up an Alternate Greeting:

1. From the Main Menu, press **4** for personal options.
2. Press **3** for the Greetings Menu.
3. Press **5** to record an alternate greeting, then press **#**.
4. After recording your greeting, you will be prompted to review it. Press **#** to save your greeting or ***** to re-record.

Personal Greeting Schedule

Your personal greeting is played according to a schedule you determine. Your alternate greeting plays at all other times. When setting up your Personal Greeting Schedule, you will be prompted to set start and stop times for (1) weekdays and (2) weekends. Times must be three or four digits long, such as 830 for 8:30 or 1115 for 11:15, and you will be prompted to select AM or PM. You can review your schedule after you complete the setup.

To Create a New Personal Greeting Schedule:

1. From the Main Menu, press **4** for personal options.
2. Press **3** for the Greetings Menu.
3. Press **6** to create a new schedule or change an existing schedule for your alternate greeting.
4. Press **1** to create a schedule or press ***** to go back to the Main Menu.

To Change a Personal Greeting Schedule:

1. From the Main Menu, press **4** for personal options.
2. Press **3** for the Greetings Menu.
3. Press **6** to create a new schedule or change an existing schedule for your alternate greeting.
4. Press **1** to update your greeting schedule or press **2** to enable/disable your alternate greeting.

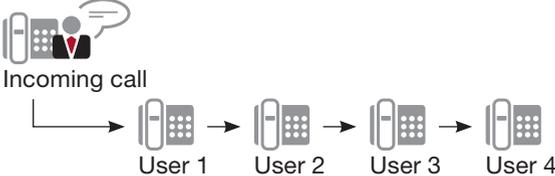
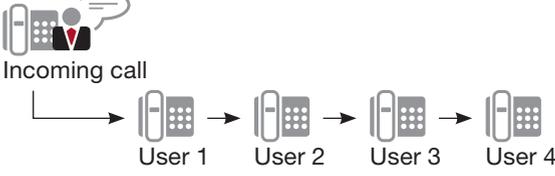
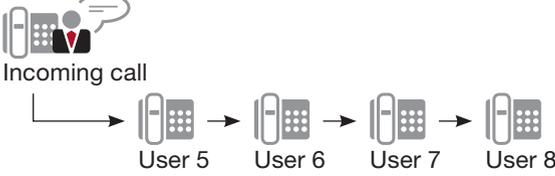
Feature Access Codes

Feature Access Codes enable you to activate or deactivate features by dialing star (*) codes. The following list shows the most popular codes. For more information about the features with your voice service, please login to your online account at business.comcast.com/myaccount.

<i>Feature</i>	<i>To Activate</i>	<i>To Deactivate</i>
Call Forwarding	*72	*73
Call Forwarding Not Reachable	*58	*59
Call Hold	*52	n/a
Call Waiting	Automatically activated	*70 per call
Do Not Disturb	*78	*79
Call Park	*68	n/a
Call Retrieve	*88	n/a
Call Forwarding Busy	*90	*91
Call Forwarding No Answer	*92	*93
Speed Dial 8	*74	n/a
Speed Dial 30	*75	n/a
Caller ID Blocking Per Call	*67	n/a
Caller ID Unblocking Per Call	n/a	*82
Call Trace	*57	n/a
Selective Call Forwarding	*63	*83
Selective Call Rejection	*60	*80
Hunt Group – Terminal Make Busy	*78	*79
Hunt Group – Group Make Busy	*232	*233
Anonymous Call Rejection	*77	*87

HUNT GROUPS

A busy signal is an opportunity lost. But with a Hunt Group, when an incoming call reaches a busy line, the call is automatically routed to the next open line. “Hunting” not only keeps your call volumes flowing at their most efficient levels, but enables you to capture a call that might otherwise be lost. A Hunt Group checks each of your lines, seeking an open line. After it has determined that there are no open lines, Hunt Group forwards the call to the voicemail of the original line. Please contact Business Customer Care to learn more.

<p>Regular Rings each user in the order they appear on the User List</p>	 <p>Incoming call</p> <p>User 1 → User 2 → User 3 → User 4</p>
<p>Two Hunt Groups If you have more than one department that needs help managing and distributing calls, set up two Hunt Groups</p>	<p>Sales Department Hunt Group 1</p>  <p>Incoming call</p> <p>User 1 → User 2 → User 3 → User 4</p> <p>Technical Support Department Hunt Group 2</p>  <p>Incoming call</p> <p>User 5 → User 6 → User 7 → User 8</p>

The name of the Hunt Group is shown to users along with the Caller ID number so they know what type of call is incoming, such as “Sales Group” or “Customer Care Group”.

NOTE: In the case of multiple hunt groups, a telephone number may only belong to one Hunt Group.

COMCAST BUSINESS VOICE ACCESSIBILITY INFORMATION

Comcast Business Voice is committed to providing accessible services to our customers with special needs.

- Comcast Business Voice provides **711 abbreviated dialing** for users of the relay system in compliance with all applicable federal regulations (see below for details).
- Comcast Business Voice is a **Provider of Choice** in all Telecommunications Relay Service centers as required by the Federal Communications Commission (FCC).
- Comcast Business Voice supports the use of teletypewriters (“**TTY**”) and telecommunications devices (“**TDD**”) for customers with hearing or speaking disabilities.
- Comcast Business Voice has a **Special Needs Group** that answers TTYs and TDDs for customers and provides additional assistance. Our customer care representatives will read requested documents to visually impaired customers.
- Comcast Business Voice provides **free domestic Directory Assistance calls** and waives operator surcharges upon request for customers with disability certification. Call Comcast customer service for more information.
- Comcast Business Voice provides **Braille and large print bills** to customers upon request. Call Comcast customer service for more information.

Telecommunications Relay Service

Dial **711** to reach the Telecommunications Relay Service (TRS) center for the hearing impaired. TRS permits persons with hearing or speech disabilities to use the telephone system via a text telephone (TTY) or other device to call persons with or without disabilities.

More Information on 711 Abbreviated Dialing

Comcast Business Voice provides toll free 3-digit 711 dialing for access to TRS, in compliance with all applicable regulations. TRS facilitates telephone conversations between people who do and those who do not have hearing or speech disabilities.

TRS uses operators (called communications assistants or CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals:

1. A TRS call may be initiated by either a person with a hearing or speech disability, or a person without a disability.
2. When a person with a hearing or speech disability initiates a TRS call, the person uses a teletypewriter (TTY) or other text input device to call the TRS relay center, and gives a CA the number of the party he or she wants to call.
3. The CA in turn places an outbound traditional voice call to that person.

4. The CA then serves as a link for the call, relaying the text of the calling party in voice to the called party, and converting to text what the called party voices back to the calling party.

Dialing 711 to reach TRS makes relay access convenient, fast and uncomplicated. TRS is available 24 hours a day, seven days a week and all calls are confidential. For more information about the various types of TRS, see the FCC's consumer fact sheet at <http://fcc.gov/cgb/consumerfacts/trs.html>, or visit the website of the Disability Rights Office (DRO) at <http://fcc.gov/cgb/dro>.

MORE SERVICES

Directory Listings

A directory listing in both the White Pages and Yellow Pages is included with your Comcast Business Voice service.

Directory Assistance

Dial **411** for access to local, long-distance and international numbers.

Directory Assistance Call Completion

Dial **411** for access to both local and long-distance numbers, then press the indicated key and your call will be connected.

Enhanced Directory Assistance

Now when you dial **411**, you can get even more valuable information like fully interactive, turn-by-turn driving directions from a live operator. Directory Assistance calls are charged on a per-use basis. For prices, call Business Customer Care at **800-391-3000**.

911 Emergency Calls

In most major cities, emergency police, fire and medical services can be reached by dialing 911. Enhanced 911 (E911) automatically provides the emergency service with your telephone number and location when you dial **911** from your business phone. Comcast Business Voice service may have E911 limitations as specified below:

- In order for your 911 calls to be properly directed to emergency services, Comcast must have your correct service address. If you move your Comcast Business Voice service to a different address without Comcast approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address and/or Comcast Business Voice service (including 911) may fail altogether.

- Comcast Business Voice service uses the electrical power in your office. If there is an electrical power outage, 911 calling may be interrupted if the battery backup in the associated multimedia terminal adapter is not installed, fails or is exhausted after several hours.
- Calls, including calls to 911, may or may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure or other technical problems.
- Prior to changing your address or moving your service, or if you have any 911-related questions, please call Business Customer Care at **800-391-3000**. Comcast will need several business days to update your new service address in the E911 system.

Planning Assistance — 811 Service

If you are expanding the footprint of your building, follow the “call before you dig” rule to ensure your service remains fully functional. With Comcast Business Voice, you can access this critical information by dialing **811**.

Dodge Traffic Congestion — Dial 511

Ensure you'll arrive at your destination on time by dialing **511** to get the latest traffic information and avoid congested areas due to accidents or construction.

***NOTE:** Although Business Voice supports 511 services, not all states have fully deployed this service. Check to see if it is available in your area by going to <http://www.ops.fhwa.dot.gov/511>.*

Community Services Available with 211

2-1-1 is an easy-to-remember number that connects you to community services like after-school programs, health services, food banks and other essential human services. Like 9-1-1 for emergencies, 2-1-1 provides direct, personal, professional and confidential assistance. Help is available 24 hours a day, 365 days a year in multiple languages (including Spanish).

***NOTE:** Although Business Voice supports 211 services, not all states have fully deployed this service. Check to see if it is available in your area by going to <http://www.211.org>.*

Toll Free Service

Toll Free Service can help expand your business by enabling your customers to place orders via a Toll Free number. You can include your Toll Free number on your website to make it even easier for customers to do business with you. Getting a Comcast Business Toll Free line for your company is as fast and easy as a Toll Free call to Business Customer Care at **800-391-3000**.

COMCAST BUSINESS TV

THE BEST PROGRAMMING AT A GREAT VALUE.



With Business TV, you can stay connected like never before. Access to the latest news, finance, sports and pop culture trends is an important part of staying competitive in today's marketplace:

- **You** — Having up-to-the-minute information about the events that shape your life and work will help you respond quickly to your community and your markets.
- **Employees** — Comcast Business TV in lunch rooms, break rooms and other common areas is a valuable news and information resource for your employees.
- **Customers** — They'll want to return when long waits seem short and services are more enjoyable with the entertainment you can now provide in waiting rooms, lobbies and service areas.

NOTE: *Not all services available in all areas. Premium channels require a premium channel subscription.*

REMOTE CONTROL



TV: When programmed, enables control of your TV.

Cable: Enables control of your set-top box.

Power: Turns on or off the set-top box or TV component.

Setup: Programs your remote to control your TV, DVD player, VCR or audio device.

All On: Turns on or off all of the devices programmed into the remote control.

Lock: Restricts viewing or purchase of a channel or program.

Day +/-: While viewing TV Listings — jump ahead or back 24 hours at a time.

Page Up/Down: Displays the next or previous page of program listings in the on-screen guide.

Arrows: Moves the highlight to the next field within the on-screen guide.

OK/Select: Selects a highlighted item. Also displays the Mini-Guide while watching TV.

Guide: Shortcut to TV Listings.

Info: Provides a description of a program.

Menu: Enters or exits the on-screen guide menus.

Exit: Exits guide screens and returns you to viewing TV.

Last: Returns you to the previous channel or guide screen.

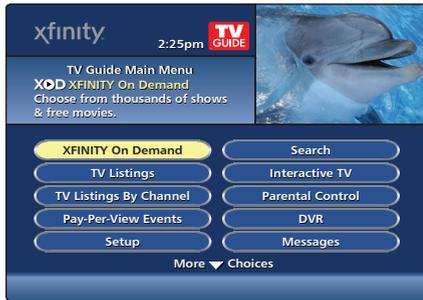
FAV: Allows you to view and set up your favorite channels.

Input TV/VCR: In cable mode, this bypasses the set-top box. In TV mode, this selects available inputs.

Swap: Jumps between two tuners so you can control the playback of two channels.

NOTE: Your remote may vary slightly from the one pictured here, but the basic functions should be the same. Some features require your remote to be programmed for operation and may not be available in all areas.

USING YOUR ON-SCREEN GUIDE



Main Menu and Quick Menu

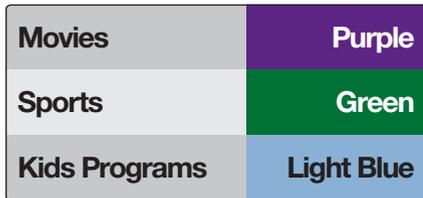
The Main Menu and Quick Menus are the portals to your on-screen guide.

1. Press **Menu** twice to display the Main Menu or once for the Quick Menu.
2. Use **▲▼◀▶** to navigate through a description of each feature.
3. Press **OK Select** to make your selection.



TV Listings

1. To access TV Listings, press **Guide** or select **TV** from the Quick Menu. TV Listings are color-coded to help you identify different types of programs.
2. Press **▶** to move forward in time by half-hour increments, or press **C** to jump ahead 24 hours at a time.
3. Press **▲▼** to view channels one page at a time, or **▲▼◀▶** to navigate through the guide.
4. Press **OK Select** to tune to a program. If the program is on at a later time, the Program Information screen will display.



NOTE: XFINITY On Demand™ and some other services are not available to Business customers at this time.

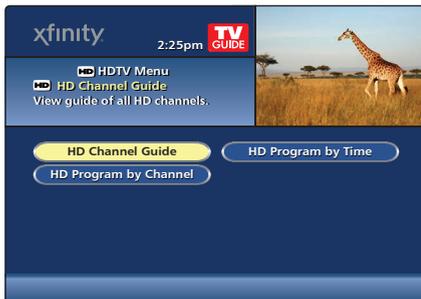


Program Information

View detailed information about a show while browsing the listings or watching TV. Press **Info** while browsing TV Listings, or press **Info** twice while watching TV.

Guide Options

- **Guide Settings** — Select Setup from the Main Menu to customize your guide, including colors, grid height and more.
- **Language Settings** — To change the language of your on-screen menus or audio language of your channels and programs (like SAP, when available) select Setup from the Main Menu. TV Listings and program descriptions will remain in English, even if text language settings are changed.
- **Closed Captioning** — You can only access Closed Captioning through the guide if you have an HD box connected with HDMI or component cables. If you have a non-HD set-top box you can access Closed Captioning settings through your TV and should refer to the manufacturer's instructions on how to enable this feature.
 - If you have a Motorola HD box: Turn the set-top box off, but leave the TV set on. Then press Menu on the front panel of your set-top box or remote control and navigate to Closed Caption. Press ► to Enabled or Disabled.
 - If you have a Scientific Atlanta HD box: Press **Menu** twice to view the Main Menu. Select Setup, then Subtitle Setup to turn captions on and off, or to adjust other Closed Caption settings.
- **Messages** — Messages sent occasionally by Comcast announce new services, special promotions or other information. An envelope message indicator ✉ will appear on the Main Menu and TV Listings screens and a red light will appear on your set-top box. Select Messages from the Main Menu to view.



High Definition

If you have a high-definition (HD) television, you can enjoy HD programming with an HD-capable set-top box. Your HD box should read “HDTV Capable” or “HDMI” on the front.

1. Press **Menu** once and select **HD**.
2. Make your selection to view by guide, time or channel.

NOTE: HD programming is limited to the programming provided to Comcast in HD format by the programming provider. Monthly HD equipment charge applies. Certain services are available separately or as a part of other levels of service. Basic service is required to receive other levels of service.



Channel Lineup

Log on to your account at business.comcast.com/myaccount and select **My Services** at the top of the page. Select **TV**. Sort the list numerically or alphabetically. Scroll left or right using the arrows at the bottom of the page to view more channels. In addition, depending on your area and whether you have a set-top box, you can view your lineup on your TV by one of the following methods:

- Use the channel up and down buttons on the remote control for your television.
- Use the on-screen guide, which is accessed through the remote control provided by Comcast.

Search Programs

The Search feature allows you to search by program title, by specific channel or by program category. Select Search  from the Quick Menu, navigate through the search options and select .

- **By Category** — When you select movies, sports or kids, the results show programs currently in progress. To view programs scheduled for a later time, press .
- **By Channel** — Press   to view the programs listed or enter the channel number. You can toggle between listings by channel or time by pressing .
- **By Title** — Use the on-screen keyboard to select your search term. Press  to select each letter of your search and the left-facing arrow on the keyboard to delete a character.

Flip Bar

To display details about the current program you are watching, press  or the Channel +/- buttons on your remote.

QUICK START MENU



Main Menu

1. Press  twice to access the Main Menu.
2. Use   to navigate through the selections.
3. Press  to make your selection.



TV Listings

1. Press  to view TV Listings.
2. Use  to view listings in half-hour increments.
3. Press Day +/- to jump ahead or back 24 hours.
4. Select a program by pressing .



Search

1. Press  once to access the Quick Menu.
2. Select  from the Quick Menu.
3. Use   to select a search option and press .



Content Controls

1. Press  once to access the Quick Menu.
2. Select  to access Content Controls.
3. Create a Locks Personal Identification Number (Locks PIN).
4. Press  to lock by Movie Rating, TV Rating, TV Content or Channel.



Favorites

1. Press  once to access the Quick Menu.
2. Select  from the Quick Menu and select Set up Favorite List.
3. To name a list, select  and use   to navigate.
4. Select  to view and highlight the channels you wish to add.



High Definition*

1. Press  and select .
2. Navigate to view programs by guide, time or channel, then make your selection.

* Not available in all areas.

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. You may want to consider increasing your channel selection by upgrading to one of the following packages:

Business TV Standard

This package is ideal for businesses that host a diverse group of customers. Its robust line-up includes news, sports, music and entertainment programming throughout the day. With more than 70 channels, including cable favorites like TNT, USA, ESPN, ESPN2, NBC Sports, Fox Sports 1, CNN, CNBC, MSNBC and more, customers will never mind the wait.

Business TV Preferred



For offices that want the works, the Preferred package has our most comprehensive line-up that encompasses a full array of digital channels. It includes all the channels in the Basic and Standard Packages, as well as channels like Fox Business Network, NFL Network, NBA TV, MLB Network and more. And, for programming that meets specific lifestyle interests, everyone can enjoy networks like Discovery Home, The Biography Channel, Style and more!

BUSINESS TV FOR PUBLIC VIEWING

We offer a variety of packages to support your bar, restaurant or other public viewing location. The most popular packages are below, and please call **800-391-3000** to discuss additional package options.

Digital Deluxe



There's nothing like the big game to draw an even bigger crowd. This package provides your customers with an all-access pass to the NFL™, NBA™, NHL™, MLB™, PGA™ and more! Along with networks including ESPN, ESPN2, GOLF CHANNEL, TNT, USA and NBC Sports Network, your customers will get to view the best in competitive sports from NFL Network, NBA TV, NHL Network, MLB Network and more.

Sports & Entertainment Deluxe



For every sports enthusiast, the sights and sounds of the big game in high definition are must-haves on game day. Sports & Entertainment Deluxe offers our most comprehensive digital line-up with more than 150 popular cable networks plus access to crystal clear HD channels, all packaged together with enough HD equipment to cover up to four HDTVs.

NOTE: Restrictions may apply. Certain services are available separately or as part of other levels of service. A basic service subscription required to receive other levels of service. Not all programming is available in all areas. Call **800-391-3000** for complete details.

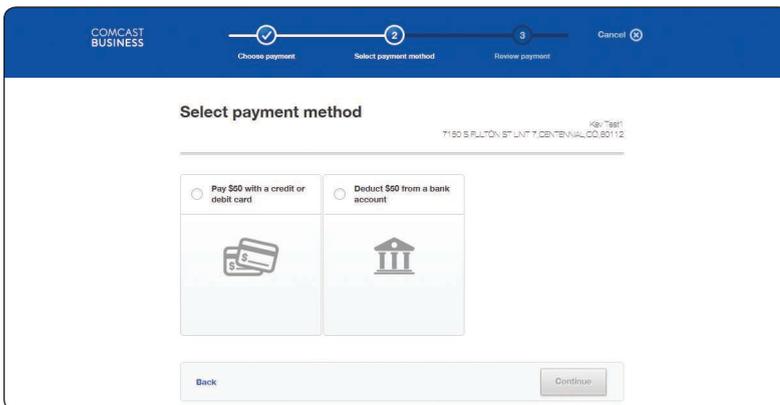
ONLINE BILL PAY & BILL STATEMENT OVERVIEW

Paying your bill is simple with online billing. You can view your billing details and history, make a one-time payment, set up automatic monthly payments and sign up for Ecobill® paperless billing — all from within our online account. Login at business.comcast.com/myaccount, and then select **Bills** from the Manage Account menu. Here, you can manage all of your billing functions easily and it's available to you 24 hours a day, 7 days a week. You can also set up your accounting staff to have access to pay bills online with Billing Manager permissions.

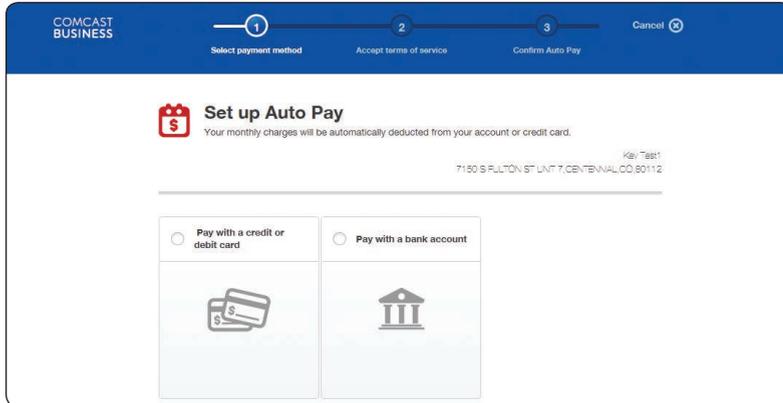


The following functionality is available:

- **Billing Details** — You can view all of your current charges and download previous billing statements.
- **One-Time Payment** — You can easily pay your monthly bill online when it's most convenient for you. You can select from a variety of payment methods, depending on what suits the needs of your business.



- **Set Up Auto Pay** — Don't worry about missing your monthly payment again. We make staying up-to-date with payments simple with Auto Pay. After a quick setup with a variety of payment options, you no longer have to worry about paying your bill each month. We'll handle it for you.



Go Green With Ecobill®

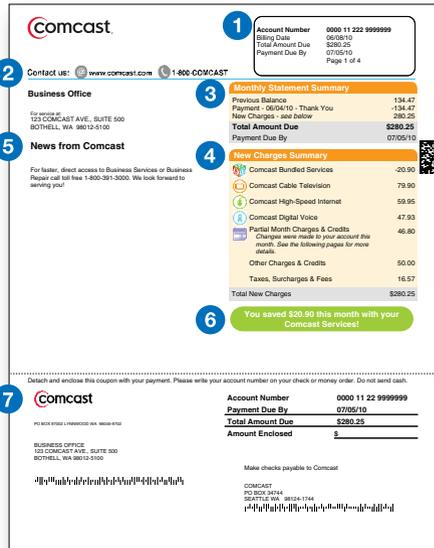
Protect the environment and free yourself from yet another bill to clutter up your mailbox by going paperless with Comcast's Ecobill®. To sign up, visit your account online at business.comcast.com/myaccount. With just a few mouse clicks you can start receiving an email notification that your online bill is ready.

Billing Statement Features

- 1 **One-Stop Shop Box.** The first place to go to get important information like your account number, total amount due and payment due date. After your initial statement, your billing cycle will remain the same. Your bill will be due on the same date each month.

Billing cycle dates are determined by the date your new service was installed. Customers are billed from the date of installation through to the following month. For example, if a system is installed on the third day of the month, the customer will be billed from the third day of the present month to the second day of the following month. Comcast bills one month in advance for services.

- 2 **Contact Us.** Call one of our Customer Care Representatives at **800-391-3000**.
- 3 **Monthly Statement Summary.** This section shows your previous balance, last billing cycle payment, current balance due and your payment due date. Keep in mind that late payments are subject to late fees.
- 4 **New Charges Summary.** This section provides a quick overview of your new charges for the current billing period. Details and additional information regarding the charges can be found on Page 2 of your statement.
- 5 **News From Comcast.** Look here for important information about your account, products and services.
NOTE: Not all products are available in all areas. Contact us for availability.
- 6 **Savings Info.** If you're taking advantage of our promotions or discounts, we'll show you how much you're saving. We'll also notify you here when your promotions are about to expire.
- 7 **Payment Coupon.** Simply tear it off and mail it in with your check or money order. Better yet, visit business.comcast.com/myaccount to view or pay your statement online.



8 Service Details. A breakdown of your new charges for the current billing period. This part of your bill is divided by bundled services and a la carte services for TV, Internet and Business Voice. If you subscribe to Business Voice or Internet, you will see a line item for Equipment Fee. If you subscribe to Business Voice, you will see a Universal Connectivity Charge listed as a separate line item in the voice services section. This charge recovers Comcast's contribution to the Federal Universal Service Fund (FUSF).

The FUSF supports provision of telecommunications and advanced services for high cost areas of the country, schools and libraries, rural healthcare providers and low income consumers.

The Regulatory Recovery Fee is a monthly fee that includes components that are levied on a per access line basis, per subscriber basis or usage basis. This means that the amount may vary each month (e.g. if you make international calls). Regulatory fees are passed through for social programs, such as state universal service and access to telecommunications services by the disabled.

9 Partial Month Charges & Credits. If you add, change or remove a service during your billing cycle, any partial month charges or credits are listed here, along with a brief description of what exactly changed within the past billing cycle.

For example, if you add a new service to your account prior to the end date of your billing cycle, you will see charges for that service accounting for the remaining days of your billing cycle. In addition, since Comcast bills one month in advance for services, you will notice a full month's charge for the service for the upcoming billing cycle.

Comcast
 Account Number: 0000 11 222 999999
 Billing Date: 06/08/10
 Total Amount Due: \$300.26
 Payment Due By: 07/08/10
 Page 2 of 4

Service Details
 Contact Us: www.comcast.com | 1-800-COMCAST

Comcast Bundled Services
 Bundle Discount -20.90
Total Comcast Bundled Services - \$20.90

Comcast Cable Television
 Add Digital Outlet 06/18 - 07/17 9.95
 Business TV Standard 06/18 - 07/17 49.95
 Business TV Basic 06/18 - 07/17 20.00
Total Comcast Cable Television \$79.90

Comcast High-Speed Internet
 Business Internet 06/18 - 07/17 59.95
 Commercial CHSI AIO 06/18 - 07/17 0.00
 View additional High-Speed Edge Equipment, Usage, and Protection plan details at: www.comcast.com/voicelife
Total Comcast High-Speed Internet \$59.95

Comcast Digital Voice, cont.
 Univ. Connectivity Chg. - Recuring 2.50
 Regulatory Recovery Fees - Recuring 0.48
 The Regulatory Recovery Fee is not a fee or government mandated charge. It delays regulatory costs such as state universal services, relay services, and state/local utility fees.
 View Voice Detail at www.comcast.com/VoiceBill
Total Comcast Digital Voice \$47.83

Partial Month Charges & Credits
 Because we had already billed you when the latest changes were made to your account, we have adjusted this list. Listed in this section are credits and/or charges for these changes.
 Effective 05/11/10, Business Digital Voice at a monthly rate of \$39.95 and Voice Equipment at a monthly rate of \$9.95 were added to your account.
 Adjustments for services added 05/11/10:
 Business Digital Voice 05/11 - 06/17 49.27
 38 days @ \$1.296/day based on a monthly rate of \$39.95
 Voice Equipment 05/11 - 06/17 6.18
 38 days @ \$0.162/day based on a monthly rate of \$9.95

For customer service call 1-800-391-3000.
 Hearing/Speech Impaired - Call 711 for Customer Service.
 For TTY call 1-888-824-8535.
 PayDirect™ - Visit www.comcast.com/payonline or call 1-800-391-3000 anytime to set up payments directly from your bank account or credit card.
 Mowing? Call 1-800-391-3000

Your Franchise Authority's Name And Address is:
 Snohomish County, County Adm Bldg 2nd Floor,
 3000 Rockefeller Bldg, Everett, WA 98201. Your FCC
 Community List is: WA0242. Please Do Not Mail
 Payments To Your Franchise Authority.
 Closed Captioning Customers: For assistance call
 (800)296-2278 or go online for email or live chat at
 www.comcast.com/support. For written concerns contact
 Frank Elason, Comcast Closed Captioning Office, 1701
 John F. Kennedy Blvd., Philadelphia, PA 19103-2938, email:
 Closed_Captioning@Comcast.com, fax:(215) 268-4700 or
 leave a message at (215) 268-8000.

10 Taxes, Surcharges & Fees.

A breakdown of taxes, surcharges and fees that apply to your Comcast services. Below are some common taxes, surcharges and fees that may appear on your bill:

- **Federal Excise Tax.** A federal tax that may apply to your Comcast Business Voice service. The rate for the federal excise tax is based on a percentage of applicable charges.
- **State and Local Sales Tax.** A state and/or local tax that applies to your Comcast Business Voice service. The rate for this tax varies by state and/or locality. The tax is owed to the state or local government by subscribers.

Comcast acts as an agent to provide the tax to the appropriate state or local government. The rate for the state and local tax is based on a percentage of applicable charges.

- **Gross Receipts Taxes and State and Local Utility Taxes.** A state and/or local tax that Comcast is permitted to pass through to customers on the bill. The rate for these taxes varies by state and/or locality. The rate for the gross receipts tax and state and local utility tax is based on a percentage of applicable charges.
- **State Communications Services Tax.** A state tax that applies to your Comcast Business Voice service and is collected by Comcast to remit to the state. The rate for the state communications services tax is based on a percentage of applicable charges.
- **Local Communications Services Tax.** A local or municipal tax that applies to your Comcast Business Voice service and is collected by Comcast to remit to the proper authority. The rate for the local communications services tax is based on a percentage of applicable charges.

NOTE: Other taxes and fees not specifically noted above may apply, depending upon your state and municipality.

Comcast		Account Number 0000 11 222 999999	
Service Details, cont.		Billing Date 06/06/10	
Contact Us: www.comcast.com 1-800-COMCAST		Total Amount Due \$300.25	
Partial Month Charges & Credits, cont.		Payment Due By 07/06/10	
Bundled Discount -8.63		Page 3 of 4	
Total Partial Month Charges & Credits \$46.80		9 cont.	
Other Charges & Credits			
Business Digital Voice	05/11	29.95	
Activation Charge			
Service Discount	05/11	-29.95	
Installation	05/11	50.00	
Business Voice	05/11	59.95	
Installation Charge			
Service Discount	05/11	-59.95	
Total Other Charges & Credits \$50.00			
Taxes, Surcharges & Fees			
Cable Television			
Franchise Fee		6.80	
FCR Regulatory Fee		0.08	
Digital Voice			
State and Local Sales Tax		8.25	
911 Fee/ID		1.40	
Total Taxes, Surcharges & Fees \$16.53		10	

TIP Visit business.comcast.com/help for resources about how to read your invoice and more.

ADDITIONAL SERVICES

ADVANCED VOICE SERVICES — BUSINESS VOICEEDGE™ AND BUSINESS TRUNKS

Whether you need two lines or two hundred, you can find the right solution for your business. Business VoiceEdge™ is a hosted solution that enhances business productivity without capital expense. Business Trunks enables cost-efficient scalability and reliability while leveraging your existing PBX system. To learn more about our complete voice solutions, please visit business.comcast.com.

VISIT THE UPWARE MARKETPLACE FROM COMCAST BUSINESS

Introducing Upware™ from Comcast Business. The Upware marketplace from Comcast Business is an online marketplace of business grade cloud solutions. It offers a carefully selected collection of best-in-class cloud solutions for our customers along with one source for technical support on all Upware from Comcast Business applications. Shop the Upware marketplace for data back-up and security, file sharing, collaboration, and Comcast Business products. Customers can find the marketplace at business.comcast.com/upware. Or call **855-867-5010** to speak to a Cloud Desk agent for sales and support. The Upware Cloud Desk from Comcast Business is the premier “concierge experience” in hosted applications. Customers can receive consultation and recommendations to help them make informed decisions on cloud-based applications that are best suited for their business.

COMCAST BUSINESS PROMISE

You depend on Comcast Business for the success of your business and **we take that trust seriously.**

Comcast Business is committed to delivering on the promise of providing customers the most reliable data, voice, and TV services that **consistently exceed expectations.**

If your service is interrupted, we promise to resolve it **as quickly as possible.**

If you report a service interruption that was our issue, **you will receive a bill credit.** It's that simple.

That's Comcast — **we back our service with this promise** because business can't wait.

We make the following commitments to our customers:

1. Money Back Guarantee

Because if you're not satisfied, neither are we. If you're not completely satisfied within the first 30 days of your Business Voice, Internet or TV service installation, you may cancel that service and we will issue a refund for the monthly recurring fee paid for the first 30 days of service, excluding installation charges, fees, taxes or per-call charges.

***NOTE:** If you have Business VoiceEdge or Business Trunks, there is a 60-day money back guarantee. The Money Back Guarantee does not apply to Ethernet or Hospitality video services.*

2. Support Everywhere: Phone, Web, Onsite

Online account management — our enhanced customer website makes it easy for you to review and pay your bill, manage your account, and add services. Our robust help library and online customer forums provide you with fast access to answers, when you need them. And if you need us onsite, our professional, punctual and skilled technicians strive to resolve troubles quickly so that you don't need a repeat service call.

3. 24x7 Dedicated Business Support

Our dedicated customer service support teams are available 24x7 to help.

To learn more about our Comcast Business Promise, please visit business.comcast.com/promise.

