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Training Calendar

For the latest trainings, please reference the updated calendar [here](#).

Training Newsletter

Comcast Business at Home is now National!

Due to these unprecedented times caused by COVID-19, many businesses and corporations have transitioned to a work from home solution and will continue to do so until businesses are ready to re-open. Comcast now offers a solution for small business owners with a premise-based location that have employees working from their homes called Comcast Business at Home (CB at Home).

This solution is best for an employer whose company has moved their employees to a work from home solution until the business is ready or able to re-open locally.

Key Benefits and Features

Reliability - Dedicated fast, reliable internet connection with no data caps, installed with an optional static IP

Flexibility - No minimum or maximum, add as many employees as needed, at different locations

Convenience - Each employee's service is billed to the company's Comcast Business account

Mobility - On-the-go voice solutions that allow users to route calls from their business number to any device.

Security - Cyber solutions available to help protect devices connected to the network from malicious threats in the form of Security Edge

Eligibility for CB at Home

- ✓ New or existing customers are eligible
- ✓ Primary location must be a commercial location (employer) with all secondary locations being a residential location (employee).
- ✓ Location must be On-net and in Comcast Business Footprint. Best Practice for the agent would be to run all locations through the National Account Portal (NAP) before committing to any or all employee locations.
- ✓ Serviceability confirmed by a completed pre-site survey with no construction costs or an eligible bypassed survey.

Products and Services available

- ✓ Business Internet, Business Voice Mobility and Security Edge
- ✓ Internet speed tiers and discount package available but vary per division

Restrictions

Because availability varies by division, its important to know which speed tiers are available in each division. The speed tiers reflected below are the only speed tiers available for CB at Home.

Central Division

- ✓ 2 Year Term Only
- ✓ Business Internet 200 Only

Northeast Division

- ✓ 3 Year Term Only
- ✓ Business Interne 200 Only

West Division

- ✓ 2 or 3 year Term Only
- ✓ One of Two Options Required
 - Business Internet 100 + SecurityEdge
 - Business Internet 200 + Connection Pro + SecurityEdge

All 3 divisions also have Business Voice Mobility options available.

NEW! Automated emails for orders in construction

Beginning July 23rd, Comcast will begin a pilot in select markets providing automated emails to SMB customers requiring construction every two weeks or when the order reaches a new construction milestone.

Pre-Construction	Construction	Ready to Install
<ul style="list-style-type: none"> • Survey • Design • Finance Approval • Permitting 	<ul style="list-style-type: none"> • Estimated Construction Completion Date 	<ul style="list-style-type: none"> • Construction complete • Order is ready to be installed

Please note: Orders placed on hold, canceled, delayed or changed estimated construction completion date are NOT included in the automated emails.

The trial will be taking place in the following markets:

- Central Division – Heartland
- Northeast Division – Greater Boston (GBR)
- West Division – California

Please reach out to the Construction Partner Account Coordinator (PAC) assigned to the order with any questions and if you do not have access to Contact Control Center (C3) please reach out to your Master Agent.

If you have any questions, please contact your Master Agent or Partner Sales Manager