

# Welcome

# Agenda

## Introductions

## BP ID Set Up

## Product Overview

- Xfinity Internet
- xFi Complete
- IE+
- Install options
- Available Offers

## ACP

- Do's and Don't's
- ACP Order Entry
- ACP Customer Review

## XOE

- XOE Order Entry
- XOE Common Errors
- XOE FAQs

## Order Entry Support

- Reconciliation Process



# Similar Products

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## vs xfinity INTERNET COMPETITIVE CARD

Availability: AZ, CA, CO, MN, MO and TX

**xfinity 10G** Xfinity Internet is backed by the Xfinity 10G Network. Here is why Xfinity Internet can't be beat.

Speed	Reliability	Security	Converged Offers
With faster internet than T-Mobile, the future-ready 10G Network from Xfinity is built for whatever the future holds.	With faster speeds, more consistency, and more reliability, the Xfinity 10G network can't be matched by T-Mobile.	With Xfinity xFi and Advanced Security, you can get instant alerts when there's a security threat to your network - T-Mobile can't do that.	Save 25% over T-Mobile with the best price for two lines of Unlimited. <small>(Based on weighted average of consumer reported savings compared to current charges for T-Mobile)</small>

	Xfinity	T-Mobile
200/10 Mbps - Xfinity 182/23 Mbps - T-Mobile	\$39.99 x 12 mo.	\$50/mo
800/20 Mbps - Xfinity	\$65 x 24 mo.	N/A
1.2 Gbps/35 Mbps - Xfinity	\$75 x 24 mo.	N/A

## Remember the 5 fatal flaws of 5G Home Internet:

**F L A W S**

Fails with gaming	Low priority	At times it's blocked	Wait for off hours	Security issues



# Product Overview: Xfinity Internet

Customers can have confidence in a fast and reliable connection and choose the best internet experience for them

## Speed & Reliability

Reliably fast speeds, even at peak times when everyone's online on the largest Gig-speed network available.

## Coverage

Connect to over 20 million secure hotspots nationwide.

## Security

Advanced security features that protect from hackers, malware, and unknown access to devices at no additional cost when using Xfinity xFi Gateway.

## Control

View and control connected devices, as well as setting pause, family-safe browsing, and more.

## xFi Gateway

xFi Gateway helps deliver fast and reliable in-home WiFi and provides access to exclusive features and tools like the Xfinity app and xFi Pods.

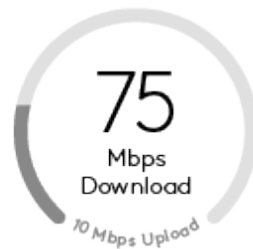
## Fits Everyone's Needs

Customers can also bring their own equipment if preferred.

## Internet Speeds



### Connect



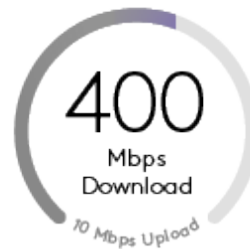
Up to 3 devices  
Light streaming, music downloading, and web surfing.

### Connect More



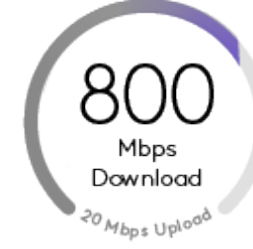
Up to 5 devices  
Great for everyday internet needs.

### Fast



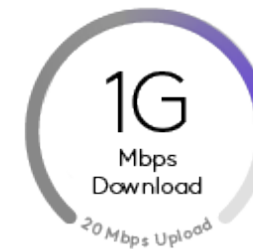
Up to 8 devices  
Ideal for streaming and downloading your favorite HD TV shows and movies.

### Superfast



Up to 11 devices  
Great for multi-player gaming and uploading large files.

### Gigabit (previously Ultrafast)



12+ Devices  
Optimal for heavy usage activities across multiple devices.

### Gigabit Extra



For the ultra-connected home  
Smart household and heavy usage activities across multiple devices.

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# Product Overview: xFi Complete & Next Generation Speeds



Note: Next Generation Speeds are only available to customers in select areas with xFi Complete

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xFi Complete includes all the features and benefits of the xFi Gateway, as well as **Whole Home WiFi, Advanced Security On The Go, free Tech Upgrades, and Unlimited Data.**

### Whole Home WiFi

Whole Home WiFi evaluation identifies issues with network performance and determines if xFi Pods are necessary to ensure strong signal throughout the home.

### Advanced Security On The Go

Customers can add a layer of protection with VPN to browse safely on their mobile devices both inside and outside their home.

### Free Tech Upgrades

Customers are provided with a more advanced gateway after 3 years at no additional cost. Tech Upgrade helps address issues with device aging and more.

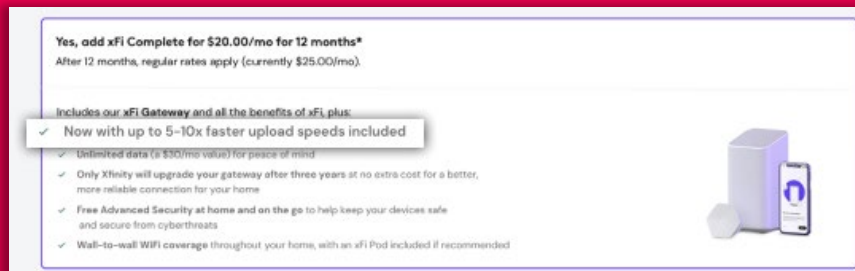
### Unlimited Data

Customers can stream, download, and game as much as they want without worrying about data overage fees.

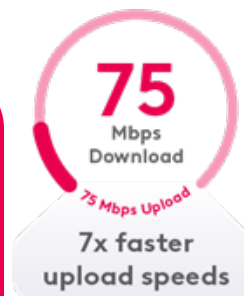
For customers in select areas who have xFi Complete: **Next Generation Speeds**

Next Generation Speeds are currently available in select markets only.

If the customer is located in an eligible market, you will see the below message to position the value increased upload speeds.



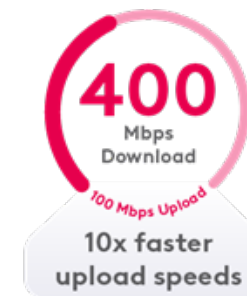
### Connect



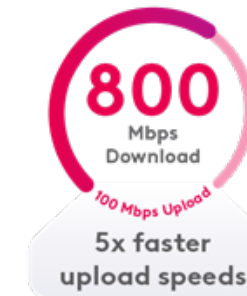
### Connect More



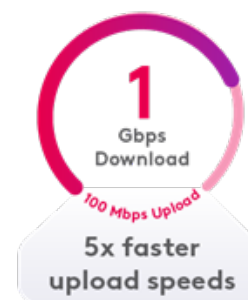
### Fast



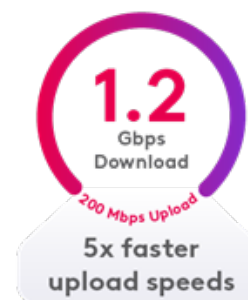
### Superfast



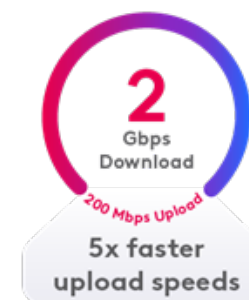
### Gigabit



### Gigabit Extra\*



### Gigabit x2



\* Customers can get Gigabit Extra speeds with a leased gateway (without xFi Complete)



# Product Overview: Internet Essentials

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### Internet Essentials Plus

**\$29.95**  
per month  
plus tax

for qualifying customers  
\*Limited pilot available



**100**  
Mbps  
Download  
20 Mbps upload

- Wireless Gateway (XB3)
- Xfinity WiFi Hotspots  
Unlimited access
- Free Internet Training  
Online, in print, in person (English/Spanish)
- Getting Started Kit  
Free shipping, In-store pick up or professional install

**1**

Consumers may qualify for Internet Essentials if they are eligible for public assistance programs, including:

National School Lunch Program	TANF (Temporary Assistance for Needy Families)
Housing Assistance	SSI (Supplemental Security Income)
Medicaid	WIC (Women, Infants, and Children)
Federal Pell Grant	VA Pension and more
SNAP (Supplemental Nutrition Assistance Program)	

**2**

Do not have outstanding debt owed to Comcast that is less than a year old \*\*

**3**

Live in an area where Xfinity Internet service is available

**4**

Have not subscribed to Comcast Internet within the last 90 days \*

These requirements are being waived through December 31, 2023 \*  
 These requirements are being waived through December 31, 2023 \*\*



## Product Overview: Installation Options

It is important to utilize GSK as the primary and preferred install method and only schedule a Pro Install when necessary to conserve Tech bandwidth and ensure the best experience for the customer.

### Self Install



The preferred installation option for most customers. Customer performs the activation of services with a Getting Started Kit.

Store pick up: **\$0**

Standard shipping: **\$15**

Priority shipping: **\$29.95**

### Professional Installation

A full-service option that is best for:

- Xfinity Home activations
- New build locations
- Never connected locations

The tech certifies wiring and activates all devices in the home.

Upgrades/Transfers: **\$39.99**

New connects (excluding Xfinity Home): **\$100.00**

Xfinity Home: **\$100.00**

Multi-product (including Xfinity Home): **\$199.99**

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# Current Available Offers

Xfinity product and services provide customers the opportunity to do more of what they love. Xfinity's offers give them a chance to save money at the same time.

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### New Customer Offers:

	Limited Time:						
	All Regions	CA & TEX Only		MWR, PNW, & MDW			
	Dec 22, 2022 - Jun 21, 2023	Apr 24 - Jun 21, 2023					
	Connect 75/10 Mbps	Connect More 200/10 Mbps		Fast 400/10 Mbps	Superfast 800/20 Mbps	Gigabit 1000/20 Mbps	Gigabit Extra 1200/35 Mbps
Monthly promo price	\$34.99	\$45	\$45	\$65	\$75	\$85	\$90
Price with Autopay Paperless Discount (APPD)	\$19.99	\$25	\$35	\$55	\$65	\$75	\$80
Duration	12 months	24 months	24 months	24 months	24 months	24 months	24 months
Term contract	⊗	⊗	⊗	⊗	⊗	⊗	⊗
xFi Complete WiFi Equipment is included for 2 years	\$25 x 12	\$10 x 24	\$10 x 24	\$0 x 24	\$0 x 24	\$0 x 24	\$0 x 24
Flex 4K streaming box included	✓	✓	✓	✓	✓	✓	✓
<b>Total monthly price</b> (includes equipment & APPD discount)	<b>\$19.99</b>	<b>\$25</b>	<b>\$35</b>	<b>\$55</b>	<b>\$65</b>	<b>\$75</b>	<b>\$80</b>

Taxes, installation and other charges extra, and subj. to change. See disclaimer for details.



No term contract



24-month internet rate guarantee



Unlimited data



Great WiFi



4K Flex streaming box included

**Disclaimer:** Limited time Offers. Restrictions apply. Not available in all areas. Limited to new residential customers. Installation, taxes and fees, including Broadcast TV Fee (up to \$24.95/mo.), Regional Sports Fee (up to \$19.15/mo.) and other applicable charges extra, and subject to change during and after the promo. After promo or if any service is cancelled or downgraded, regular charges apply to all services and devices. Comcast's service charge for a 2 Product plan with Fast and Popular TV is \$85/mo. with APPD (subject to change). Limited to a single outlet. May not be combined with other offers. Actual speeds vary and not guaranteed. For factors affecting speed visit [www.xfinity.com/networkmanagement](https://www.xfinity.com/networkmanagement). Must activate Advanced Security through Xfinity app. Tech Upgrade limited to Xfinity Internet customers with xFi Complete and Xfinity xFi Gateway equipment. Upgrade after three years. See terms at <https://www.xfinity.com/policies/internet-broadband-disclosures> and <https://www.xfinity.com/support/articles/xfi-complete-tech-upgrade>. Xfinity Flex: Not available to current Xfinity Video customers. Requires post-paid subscription to Xfinity Internet, excluding Internet Essentials. Limited to up to 3 devices. 1 device included, additional devices \$5/mo. per device. All devices must be returned when service ends.





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# ACP

## What is ACP?

The Affordable Connectivity Program (ACP) is a government benefit program that helps ensure households can afford the Internet and Mobile service they need. The benefit provides a credit of up to \$30 per month towards Internet and Mobile services.

## Is the customer eligible?

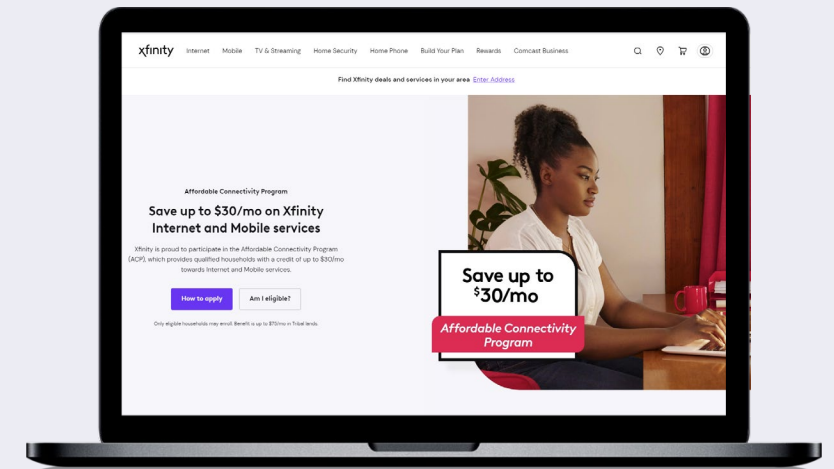
A household is eligible for ACP if one or more member of the household meets any of the following criteria:

- Households making at or below 200% of the Federal Poverty Guidelines
- Receives benefits under the free and reduced-price school lunch program or the school breakfast program
- Qualifies for the Lifeline program, including any of the following benefits:
  - Medicaid – Supplemental Nutrition Assistance Program (SNAP)
  - Supplemental Security Income (SSI)
  - Federal Public Housing Assistance
  - Veterans and Survivors Pension Benefit
  - Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
  - Tribal Programs for Residents for Qualifying Tribal Lands

**If a customer runs into an issues or is interested, but doesn't want to sign up right now...**

...direct customer to this site to sign up at a later date.

Xfinity ACP Website



# ACP: Do's & Don'ts

**IMPORTANT!** Please note that while you can share the ACP eligibility information with the customer, you may not confirm a customer's eligibility or approval status.

## Do's

- Provide access to a Comcast iPad or other Comcast connected device to allow the customer to apply online through the NV consumer portal but **MUST** ensure the device will not save the customer's NV application credentials or PII
- Provide them with a copy of the NV application instructions and USAC guidelines on acceptable documentation
- Give the customer the phone number to the USAC ACP Support Center if the customer has questions about the NV application: (877) 384-2575

## Don'ts

- Stand next to or near consumers as they complete the online NV application
- Access the online NV application or enter any information in the application for the consumer
- Provide any assistance to customers or guide customers as they complete the NV application through the NV consumer portal

The steps on the next page can get the customer started with ACP



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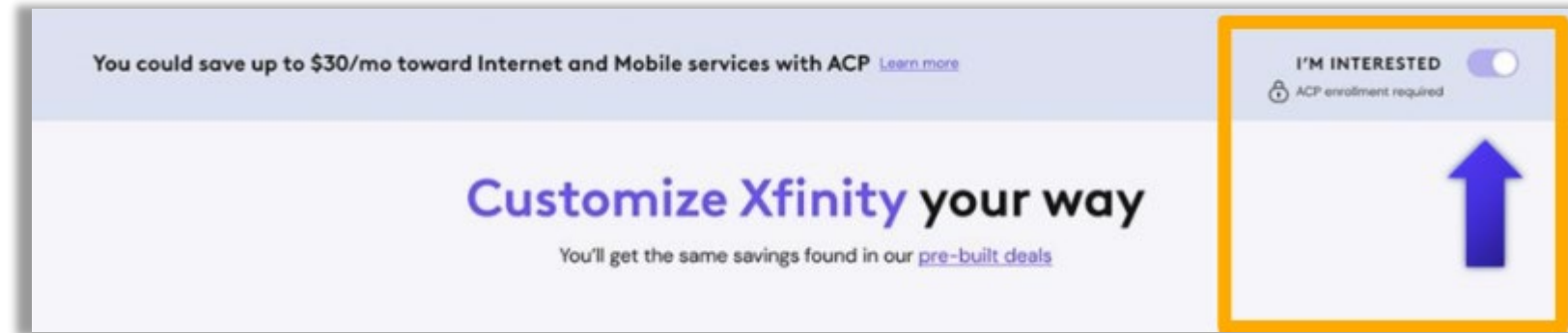
### Order Entry Support

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# ACP: Order Entry Process

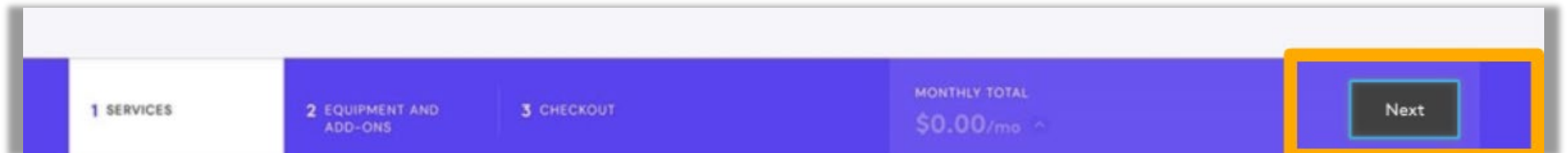
Follow the steps below to include the \$30 ACP credit when getting your customer started on Xfinity services:

- 1 Use the ACP toggle on the top of the XOE page – make sure the toggle is switched ON.



After switching the toggle on, continue to select the Internet service that the customer is interested in.

- 2 Once the services are selected, scroll to the bottom of the screen and select "Next"



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# ACP: Order Entry Process

3 Select the best installation method for the customer

<p><b>I'll install on my own</b></p> <ul style="list-style-type: none"> <li>• Order a Getting Started kit or pick one up in store</li> <li>• Get online fast with guided activation in the Xfinity app</li> </ul>	 <p>\$0.00</p>
<p><b>I'd like a tech to install</b></p> <ul style="list-style-type: none"> <li>• Pick a guaranteed 2-hour appointment window</li> <li>• Expert technicians available even at night &amp; on weekends</li> </ul>	 <p>\$0.00</p>

4 A text or an email can be sent to the customer so they can review their order and:

- Create their Xfinity ID
- Billing and Payment
- Proceed through ACP verification
- Review and Consent

**Please review the order with the customer**

READ TO CUSTOMER

Before submitting your order, I want to spend a few minutes confirming with you that I've accurately captured the services you want. I'll ask you to review the order, and if it's correct, please approve it. Are you able to receive a text message or email to review right now?

[Agent instructions:  
 1. If Yes - get customer's number or email/  
 2. If No - Review script below for accuracy (do not read aloud). Now state the following:]

That's okay, I can use our automated system to review your order summary and record your approval. I will email you a copy after we're done, you will also be able to find it at Xfinity.com/MyAccount. I'll be on the line, listening with you. There will be time at the end for you to ask questions before pressing 1 to approve.

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# ACP: Customer Review Process

Note: If an error occurs, continue to complete the sale and the customer should get an email from the National Verifier website within 72 hours to complete the sign-up process. They can later link their ACP to their Xfinity account.

Here's what the customer will see during the review process:

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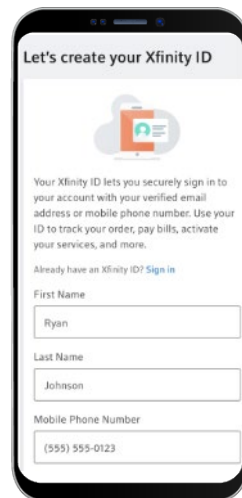
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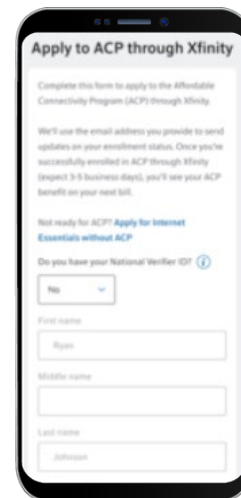
## Order Entry Support

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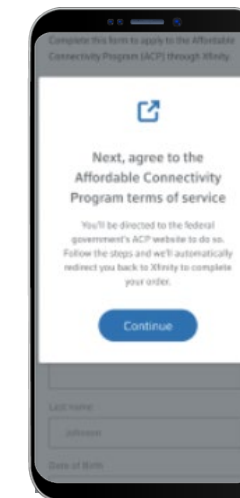
Customer creates Xfinity ID



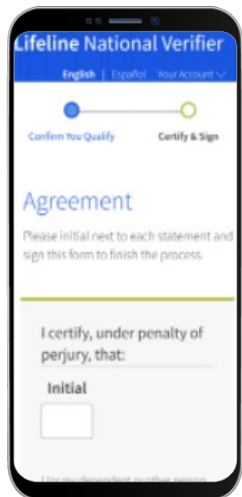
Next, they'll complete the ACP form that will be submitted to the National Verifier



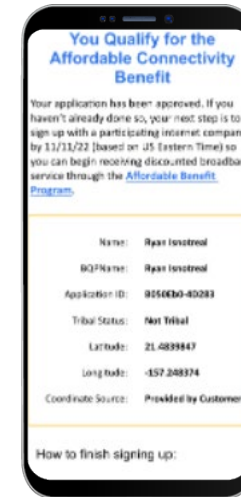
The customer will be redirected to the ACP website



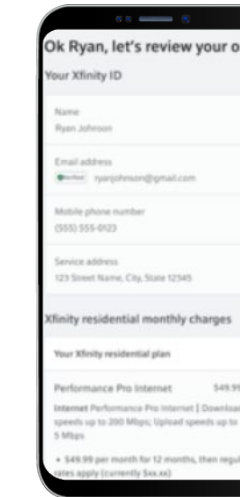
Customer will certify their info



Customer will receive notice if they qualify for ACP.



Customer will be redirected back to Xfinity to review their order.



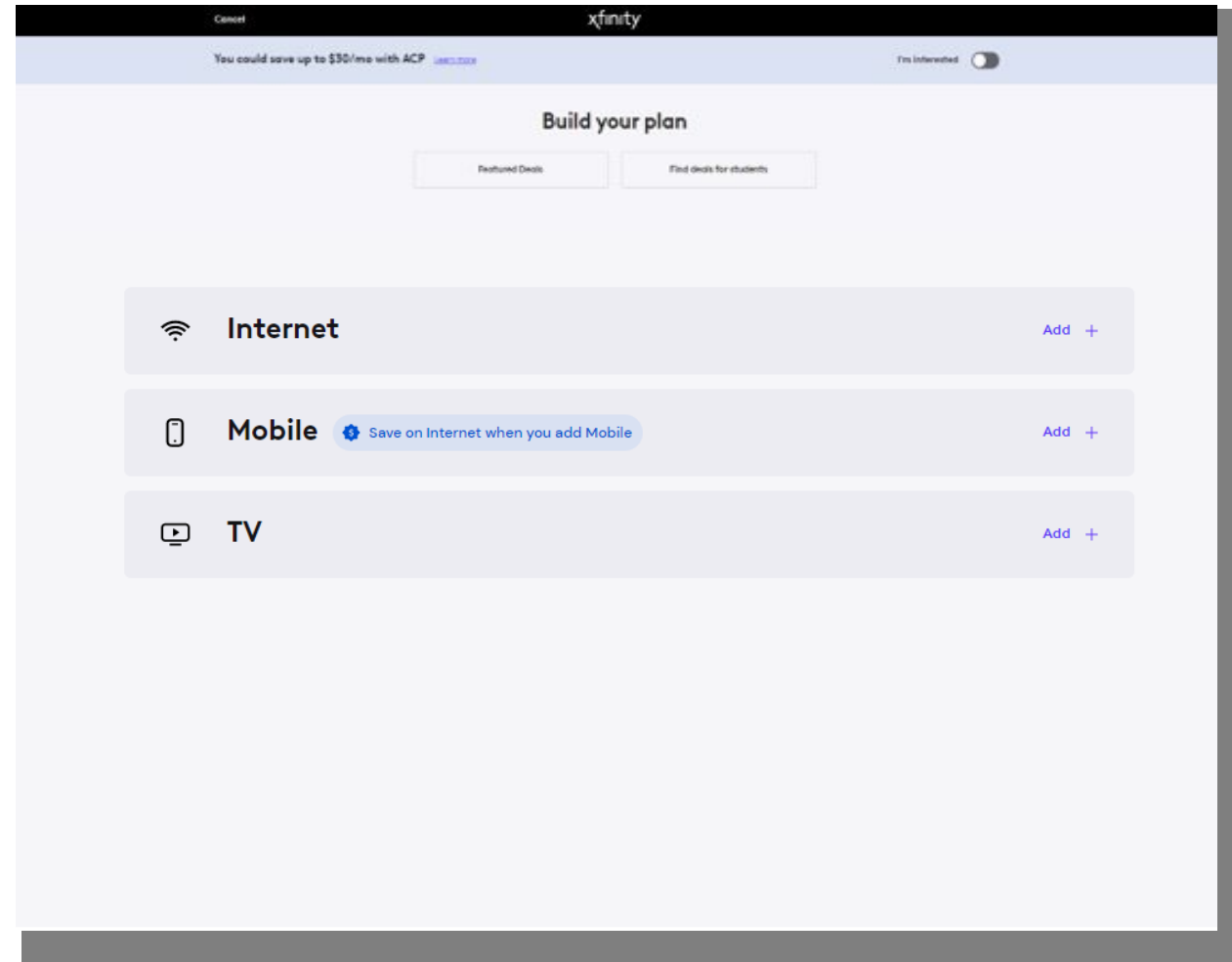




# XOE Order Entry

## Plan Builder

Get to know Plan Builder in XOE



Drawers for each product can be expanded and collapsed. The ACP toggle is prominently presented at the top of the page.

To begin adding products, select the appropriate drawer.

[To Access XOE](#)

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## Plan Builder

Lead with the hero product – Xfinity Internet

The screenshot displays the 'Internet' plan builder interface. At the top, there is a 'Close' button. Below the title, the instruction 'Choose your speed' is shown. Two toggle switches are present: 'SHOW MORE' (disabled) and 'TERM CONTRACT' (enabled). The interface features six plan tiles arranged in a 2x3 grid. Each tile includes a speed tier name, a speed value in Mbps, a 'Save with Mobile' offer, and a monthly price. The top row includes 'CONNECT' (75 Mbps, \$30/mo), 'CONNECT MORE' (200 Mbps, \$25/mo), and 'FAST' (400 Mbps, \$55/mo). The bottom row includes 'SUPERFAST' (800 Mbps, \$65/mo), 'GIGABIT' (1000 Mbps, \$65/mo), and 'GIGABIT EXTRA' (1200 Mbps, \$80/mo). Each tile also contains fine print regarding contract terms and taxes.

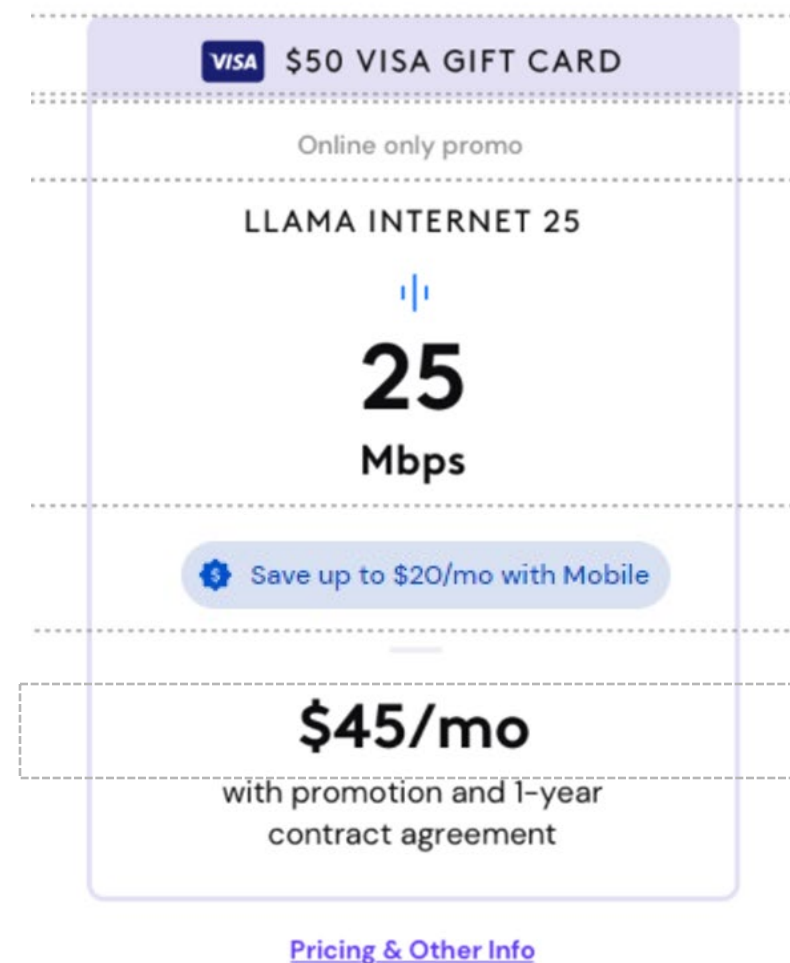
Plan Name	Speed (Mbps)	Monthly Price	Contract Term
CONNECT	75	\$30/mo	12 months
CONNECT MORE	200	\$25/mo	24 months
FAST	400	\$55/mo	24 months
SUPERFAST	800	\$65/mo	24 months
GIGABIT	1000	\$65/mo	24 months
GIGABIT EXTRA	1200	\$80/mo	24 months

Once you open the product drawer, you will see the tiles, which represent the tiers and offers available for each product.

# XOE Order Entry

## Plan Builder

Tiles provide details to help your customer choose best options.



Value Add Header

Reflects additional value offers such as Visa Gift Cards, included xFi Complete, etc.

Additional information about offer

Reflects important details about the offer, such as online promo, new offer, expiring soon, etc.

Key benefits of selected tier

Reflects value statements specific to the level of service, such as number of devices supported, streaming activity, BOB discount.

Pricing now included on the tile!

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# XOE Order Entry

## Plan Builder

Xfinity TV

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**Choose your TV**

These plans don't come with a term contract TERM CONTRACT

**POPULAR TV**

125+ channels

abc CBS FOX NBC  
epix **ON DEMAND**

**\$40/mo**

Does not include \$8/mo broadcast TV or \$6/mo regional sports fees; prices subj to change. Taxes and equipment not included.

[View channel lineup](#)

**ULTIMATE TV**

200+ channels

abc CBS FOX NBC  
epix **ON DEMAND**

**+\$20/mo**

Does not include \$8/mo broadcast TV or \$6/mo regional sports fees; prices subj to change. Taxes and equipment not included.

[View channel lineup](#)

**POPULAR TV added to plan**



# XOE Order Entry

## Plan Builder

### Reviewing a bill in XOE

**Your plan** [Close]

**SERVICES & EQUIPMENT**

Supergig Internet and Popular TV	\$166.00
Promo discount	-\$16.00/mo
Autopay & Paperless discount	-\$10.00/mo
Multi-product discount	-\$20.00/mo

**TAXES & FEES** ⓘ

Broadcast TV fee	\$17.05/mo
Regional sports fee	\$10.50/mo
Estimated taxes	<a href="#">Calculate</a>

**Monthly total** **\$157.55/mo**

[Pricing & other info](#)

**ONE-TIME CHARGES**

Getting Started Kit	Included
---------------------	----------

[HIDE DETAILS](#) [Dropdown Arrow]

**Next** **MONTHLY TOTAL \$157.55/mo**

**Services & Equipment**

- Reflects pricing and applicable promotional discounts based on the services selected

**Taxes and Fees**

- BTV and RSN fees reflected upfront
- Ability to calculate estimated taxes

**Monthly Total**

- Reflects monthly total for the selected package
- Pricing & other info available

**One-time Charges**

- Reflects one-time charges, such as installation fees

View or Hide the Cart at any time using arrow next to monthly total

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- Available Offers

#### ACP

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- ACP Order Entry
- ACP Customer Review

#### XOE

- XOE Order Entry
- XOE Common Errors
- XOE FAQs

#### Order Entry Support

- Reconciliation Process





# XOE: Common Errors

If you receive an error...

Try this:

<p>Entering the name</p>	<p>Make sure the name is less than 25 characters.</p>
<p>After Credit Check</p> <p>An error may occur if:</p> <ul style="list-style-type: none"><li>• Customer fails credit check.</li><li>• Customer decides to pay their bill manually and has over 3 devices in their cart.</li></ul>	<p>Adjust equipment choices to be at maximum 1 xFi Gateway and 2 X1 TV Boxes.</p> <p>Switch to Easy Enroll with Auto Pay.</p>
<p>Easy Enroll</p> <p>After 2 unsuccessful attempts to enter customer's SSN for credit check or identity verification, the system is detecting something unusual.</p>	<p>Continue through the pop-up error message and complete the XOE transaction. Call the Sales Operations hotline at (866)-200-6744 or submit an escalation ticket to resolve POS ID verification.</p>

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# XOE: FAQs

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Q: How can I access XOE?

A: Device management in XOE is only available on an iPad.

Q: How do I process an order I can't complete in XOE?

A: For transactions you can't process in XOE, including Xfinity Mobile, contact the CDSO at 1 (855) 218-0178.

Q: I received an error message and cannot proceed with my XOE order, what do I do?

A: If you're experiencing an error, please first refer to the Sales Support job aid for a list of common XOE errors and resolutions. If problems persist, contact the CDSO at 1 (855) 218-0178.

Q: How do I confirm the customer's identify during the XOE buy flow?

A: When setting up a customer's account and payment information, always confirm identify by asking the customer to show their ID.

Q: How do I collect payments in XOE?

A: In XOE, you will need to capture the billing address and the name as it appears on the customer's credit card. If not captured, the payment attempt may return an error message. Also, let your customer know they will have an opportunity to review and approve their order (including taxes and fees) prior to the credit card being charged.

Q: Can I leave XOE open once an order is finished?

A: No, you should close XOE once you are finished with an order.

Q: Does XOE time out?

A: Yes, XOE will automatically close after 15 minutes.

Q: Where do I go for XOE training?

A: XOE training is available in your Sales Training portal.

# Support: Reconciliation Process

Here are the Reconciliation steps to ensure you receive credit for any orders that are called in

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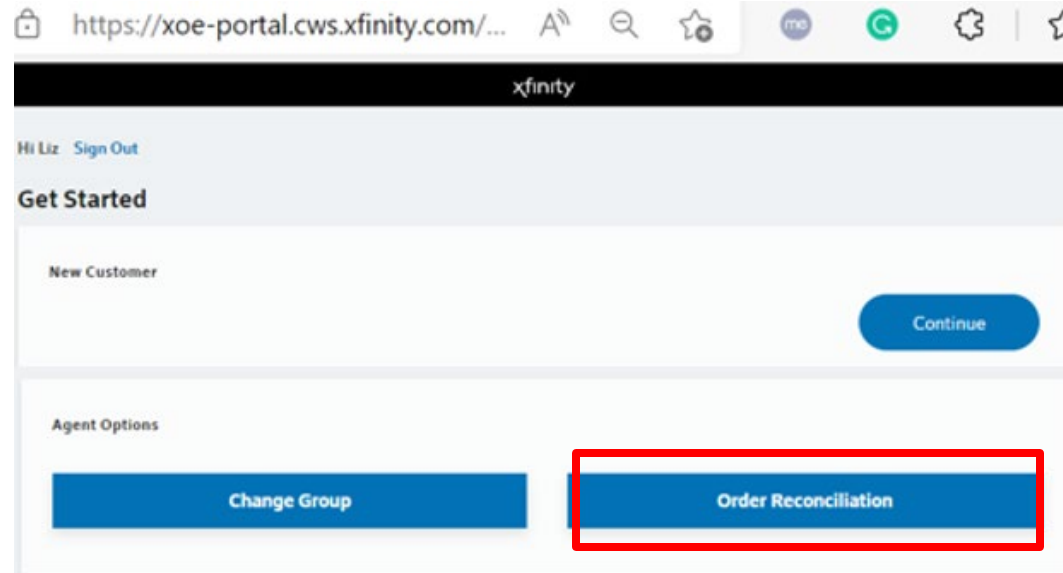
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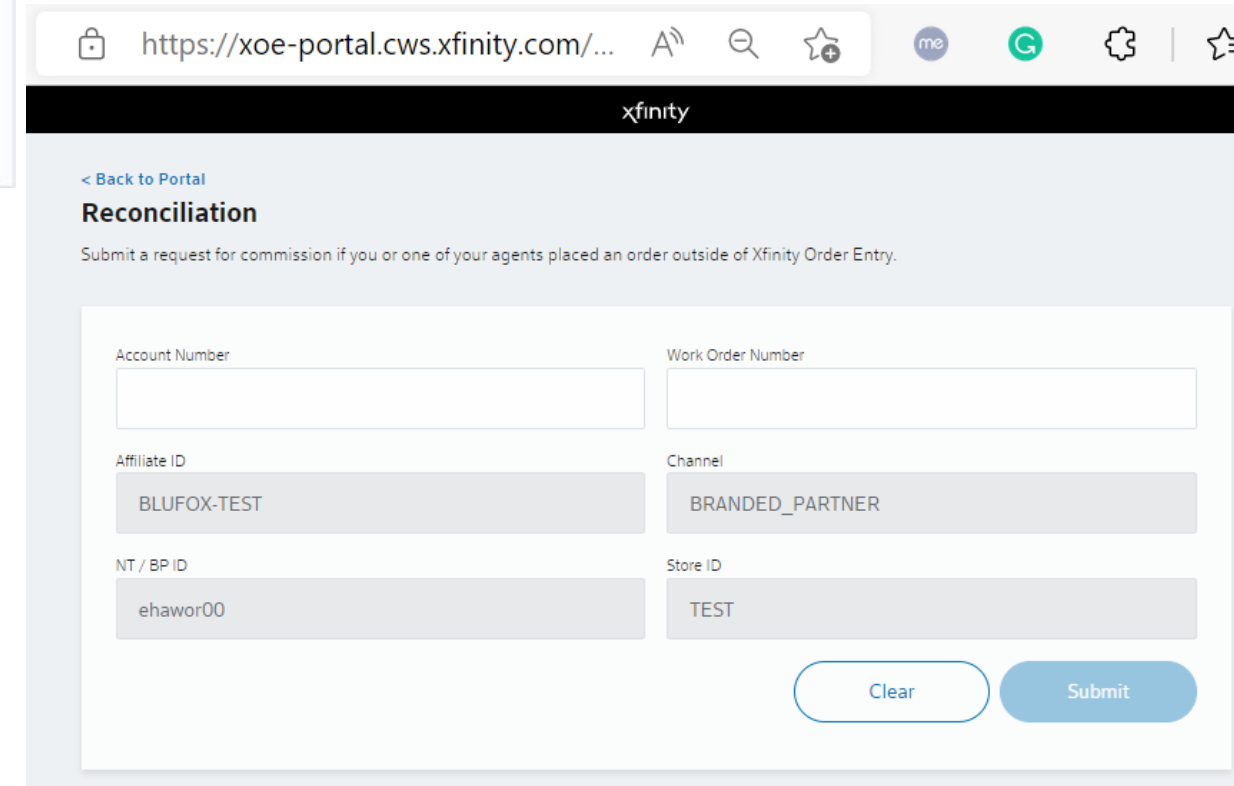
### Step 2:

Important: Need to Account Number & Work Order Number from Ops Support when calling in an order

1. Enter Account #
2. Enter Work Order Number
3. Click "Submit"

### Step 1:

Select Order Reconciliation in XOE



# Questions