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# COMCAST SERVICEABILITY TOOL

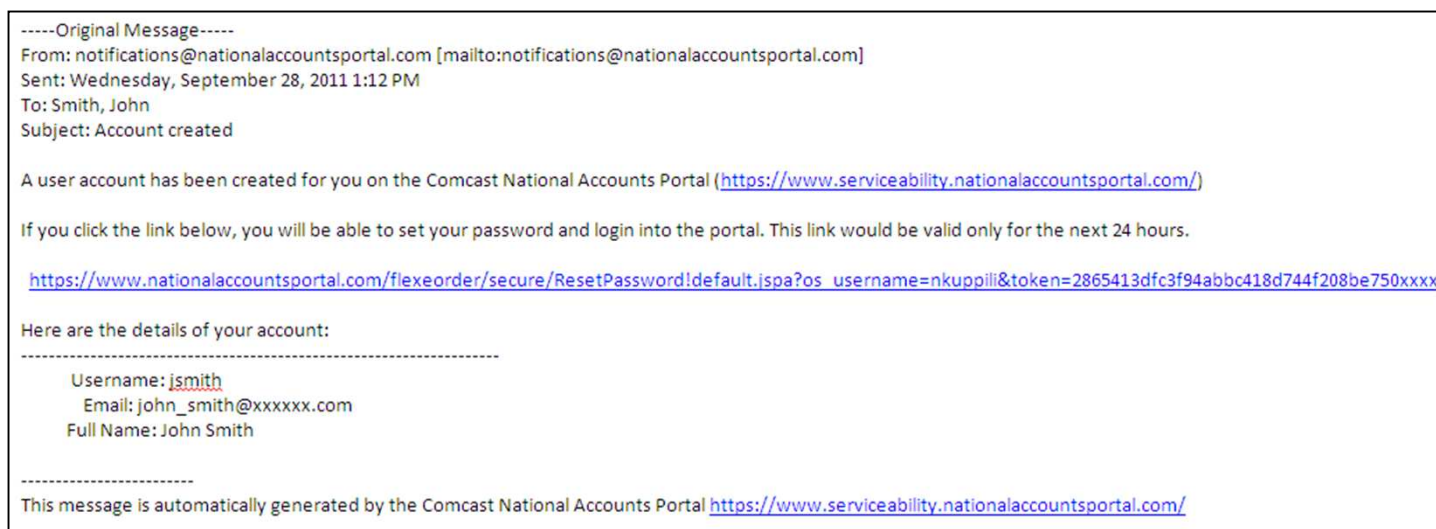
JANUARY 2012

## Online Serviceability Tool

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Now available on demand

- Easy to use; quick results
- Perform serviceability check prior to entering orders
- Upon submission of your registration form an email activation link will be sent to you.
  - **The email notice will look like this:**



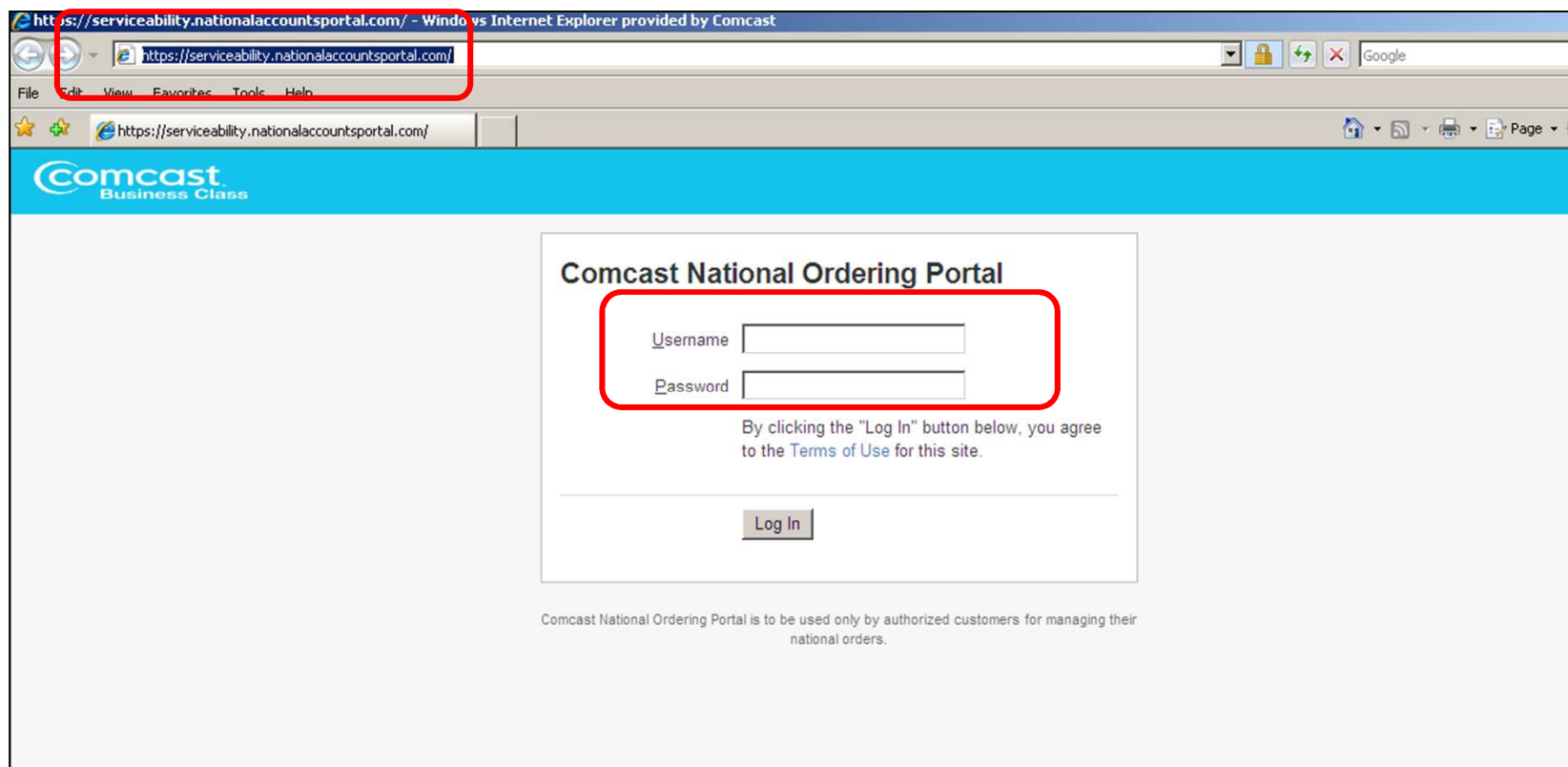
- **You must follow through on the activation within 24-hours of receiving the link or the link will expire**

## Online Serviceability Tool - Location

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Accessed via the following link:

- <https://serviceability.nationalaccountsportal.com/>



## Completing the Serviceability Check

After logging in you will be taken to the main Dashboard screen

To request a serviceability check, click the “Single Prequal” link or “Bulk Prequal” link

**Serviceability Breakdown**

Category	Count
Out of Footprint	1
Invalid Address	1
In Footprint	1
Service Nearby	2

**Active Serviceability Requests**

Serviceability ID	Sub Account Name	Site Name	Address1	Address2	City	State	Zip C
48549			2348 S FAIRFAX DR		DENVER	CO	8022
48128			1234 Main st				8101
48121			5163 TYLER LAKES BLVD		WEST PALM BEACH	FL	3340
48120			5203 AIRPORT HWY		TOLEDO	OH	4361
48115			7150 S FULTON ST	suite 100	ENGLEWOOD	CO	8011

Displaying 1 to 5 of 5 matching results.

**Rejected Serviceability Requests - By Project**

Account	Prequal Check		T:
	Invalid Address	Out of Footprint	
None	1	1	2
<b>Total items:</b>	<b>1</b>	<b>1</b>	<b>2</b>

Showing 1 of 1 statistics.

## Completing the Serviceability Check - Single Address

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### Single Address Prequal

Required fields indicated with (\*) Address and Zip Code

Click the “Address Entered” Button to launch serviceability check.

Single Prequal	
<b>Site Details</b>	
Sub Account Name	None
Project Name	None
Site Name	<input type="text"/>
Address1*	<input type="text"/>
Address2	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Zip Code*	<input type="text"/>
<b>Local Site Contact</b>	
First Name	<input type="text"/>
Last Name	<input type="text"/>
Phone Number	<input type="text"/>
Email Address	<input type="text"/>
<b>Product Details</b>	
Service Product	None
Static IP Selection	None <input type="button" value="v"/>
<b>internal</b>	
Batch ID	<input type="text"/>
<input type="button" value="Address Entered"/> <input type="button" value="Cancel"/>	


## Serviceability Results and ID

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Unique identifier will be populated in the Serviceability ID field.

If you continue with the order, this ID will need to be entered in Webtop. (Jot it down, enter it into a spreadsheet, etc. ) Webtop will not be automatically populated with this ID.

Results of the Serviceability Check will display in the “Prequal Check” field

<b>Dates</b>	
Create Date: 10/4/11	
Last Modified Date: 10/4/11	
<b>Messages</b>	
Message:  This address is in the Comcast Footprint and we found other serviceable addresses close by.	
<b>Site Details</b>	
<b>Serviceability ID: 48549</b>	
Address1: 2348 S FAIRFAX DR	
City: DENVER	
State: CO	
Zip Code: 80222	
<b>Prequal Check: Service Nearby</b>	
<b>Order Details</b>	
Order Status: Address Entered	

# Serviceability Results Definitions

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## **Service Existing at this Address – “Proceed with Order”**

Indicates there is an existing account that Comcast service at this address

- This is a address 1 match (i.e. street address)
- The existing service may be in an adjoining suite or on another floor within the same building
- The building is already on-net

## **Service Nearby – “Proceed with Order”**

Indicates there is another address that Comcast serves within the vicinity (1000ft) of the address and it's likely this address can be serviced without requiring construction or with minimal construction

- Upon order receipt and prior to order acceptance, a site survey may be completed to make a final decision on whether construction is needed and if any customer contribution is required.

## **In Footprint - “Proceed with Caution”**

Indicates there are no existing Comcast subscribers that were found in the close vicinity (1000ft) of the address, however this address still is within Comcast's footprint.

- If a contract is secured a site survey is required to make an final determination as to the amount and cost of any necessary construction
- Comcast estimates \$1000/100ft of construction

## **Out of Footprint – “Do not proceed with order ”**

Indicates the address that was entered is not within the Serviceability footprint of Comcast.

**Invalid Address** - This means that the postal scrubber is unable to recognize the address that was entered. Click "Fix Address" action to correct the address so that a serviceability determination can be made.

**System Error** - This is a rare condition which is caused when there are issues communicating to the back-office serviceability service.

The system automatically attempts to auto-fix it up to 24 times on an hourly basis. If the issue is fixed, the system will update the status to reflect the new Prequal Check results.

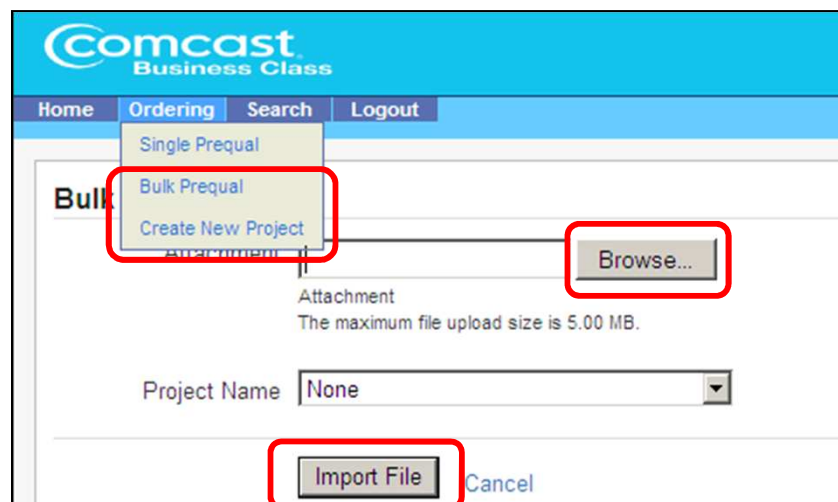
# Completing the Serviceability Check - Bulk Address

## Bulk Address Prequal

Choose “Bulk Prequal” under the Ordering Menu.

“Browse” your local drive to locate the file you wish to upload

Click the “Import File” Button to upload the address file.



- Bulk uploads must be limited to <500 rows (including the header row)
- Split larger requests into smaller individual files as needed

Your import file must be a .csv format type with a header row as follows: (all CAPS)



ADDRESS	ADDRESS 2	CITY	STATE	ZIPCODE
587 RD 1 HWY 220		Claysburg	PA	16625
5700 6th Ave		Altoona	PA	16602
626 Commerce Dr	Flr 1, Rm Telcom	West Amherst	NY	14228

- **Hint:** If you create a new Project Name and associate it prior to importing your address file, you can view and export all results for that project vs viewing address results individually




## Serviceability Results and ID - Bulk Address Results

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Bulk Address requests will display in the same format as Single, but will be listed individually.

Results of the Serviceability Check will display in the “Prequal Check” field

<b>Create Date:</b> 10/4/11 <b>Last Modified Date:</b> 10/4/11	<b>Dates</b>
<b>Message:</b>  This address is in the Comcast Footprint and we found other serviceable addresses close by.	<b>Messages</b>
<b>Serviceability ID:</b> 48549 <b>Address1:</b> 2348 S FAIRFAX DR <b>City:</b> DENVER <b>State:</b> CO <b>Zip Code:</b> 80222 <b>Prequal Check:</b> Service Nearby	<b>Site Details</b>
<b>Order Status:</b> Address Entered	<b>Order Details</b>

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