

**SPEED ISN'T
EVERYTHING.
UNLESS YOU
DON'T HAVE IT.**

**Welcome to Comcast
Business Class Internet**



Welcome to Comcast Business Class

Thank you for choosing Comcast Business Class for your Internet service. As you know, the benefits go beyond fast-loading Web pages and speedy downloads. Comcast Business Class gives you a broad range of communication and collaboration tools.

And you don't have to be a "techie". Simple prompt menus will guide you through the setup process. If you take just a few minutes to familiarize yourself with these instructions, you can begin using the advanced features in no time.

Get Started

From your browser, go to <http://businessclass.comcast.net>. Click "Set Up Portal Account" and fill out the form to set up your Comcast email service and create an email box. Your newly created email box will have Primary Administrator privileges and will enable you to activate services that are included with your Business Class account, eg: Business Class email, SharePoint, Comcast Web Hosting and Norton™ Business Suite. Account activation should take less than 15 minutes. There is a set of easy-to-follow tutorials available at <http://business.comcast.com/tutorials>. If for some reason you cannot complete the activation process, please call Comcast at **800-391-3000** for assistance.

Tips for Getting Started:

To complete the simple form, you'll need:

- Your account number — You'll find it 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 characters for period, plus, dash and underscore.
- Ideas for your password — Passwords must be 8 to 16 characters long and contain at least one uppercase letter and one number.

When you have completed the form, click "Activate".

In a few minutes, you can check your email, create more email boxes, install Microsoft Outlook and view and manage your website from the Comcast Business Class Portal. You will also see options to create a custom domain, order additional email accounts, download security software or upgrade your Web Hosting Plan.

You can now start using Comcast Business Class to take advantage of all these services.

We're Here to Help

If you encounter any technical problem or need help using any of the advanced features, the Business Class Support Team is standing by 24 hours a day, 7 days a week. Just call **800-391-3000** to get a person to guide you to a solution. For billing and sales questions, the customer service office is open from 7AM to 9PM, EST, Monday through Friday.

Thank you again for choosing Comcast Business Class for your Internet service. We look forward to serving you with the easiest, most affordable way to build your business.

Microsoft Communication Services

Just follow the prompts to create a username and password and you can give employees an email address that reads their-name@yourcompanyname.com. Microsoft Communication Services provides an on-the-go communications platform that enables employees to share contact lists, calendars, task lists, schedule meetings and more.

- Microsoft® Outlook 2007 — Share and synchronize email, calendar, contacts and tasks.
- Windows® SharePoint 3.0 — Share and access information and coordinate projects; get up to 2 GB of storage and backup for your documents.
- Mobile Access — Communicate from anywhere you have Internet access, including from your Windows mobile device or Apple iPhone.

Web Hosting

Simple, intuitive tools and state-of-the-art hosting facilities help you create anything from a basic Web presence to a full-featured, professional e-commerce site. Comcast Business Class options include:

- **Starter Package** — Included at no extra charge, this Web Hosting starter gives you 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 disk space and 100 MB of data transfer. This package will not support FTP.
- **Business Package** — 300 GB of disk space and unlimited data transfer lets you build a dynamic site with web-scripting and database support. This bundle lets you host lots of pages and take lots of hits, but it doesn't cost lots of money.
- **Commerce Package** — 400 GB of disk space and unlimited data transfer lets you put a large catalog online. Integrated e-commerce functionality lets you sell the products securely.
- **Professional Package** — All of the functionality included in the Commerce Package with even more disk space — this bundle lets you build, run and promote a big website, without a big price.

Ensure Your Security

The technician who installed your service provided a firewall program to help protect your business against electronic intruders. For further protection, go to <http://businessclass.comcast.net/Norton> to download your Norton security tools which are included with your service at no charge.

Note: Please see the back cover for Wideband/DOCSIS 3.0 PC minimum system requirements.

Comcast Business Class Internet 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 Class, 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	1.5 GHz	32 bit: 1 GB 64 bit: 2 GB	10/100/1000 (Gigabit Ethernet)	IE 6.0 Firefox 2.0
		Recommended	2.0 GHz	2 GB		IE 8.0 Firefox 3.6
	50Mb/10Mb	Minimum	1.5 GHz	32 bit: 1 GB 64 bit: 2 GB	10/100 (Fast Ethernet)	IE 6.0 Firefox 2.0
		Recommended	1.8 GHz	2 GB	10/100/1000 (Gigabit Ethernet)	IE 7.0 Firefox 3.0
	22Mb/5Mb	Minimum	1.5 GHz	32 bit: 1 GB 64 bit: 2 GB	10/100 (Fast Ethernet)	IE 6.0 Firefox 2.0
		Recommended	1.8 GHz	2 GB	10/100/1000 (Gigabit Ethernet)	IE 7.0 Firefox 3.0
Windows Vista	100Mb/10Mb	Minimum	1.5 GHz	512 MB	10/100/1000 (Gigabit Ethernet)	IE 6.0 Firefox 2.0
		Recommended	2.0 GHz	2 GB		IE 8.0 Firefox 3.6
	50Mb/10Mb	Minimum	1.5 GHz	512 MB	10/100 (Fast Ethernet)	IE 6.0 Firefox 2.0
		Recommended	1.8 GHz	1 GB	10/100/1000 (Gigabit Ethernet)	IE 7.0 Firefox 3.0
	22Mb/5Mb	Minimum	1.5 GHz	512 MB	10/100 (Fast Ethernet)	IE 6.0 Firefox 2.0
		Recommended	1.8 GHz	1 GB	10/100/1000 (Gigabit Ethernet)	IE 7.0 Firefox 3.0
Windows XP/ Windows 2000	100Mb/10Mb	Minimum	1.5 GHz	512 MB	10/100/1000 (Gigabit Ethernet)	IE 6.0 Firefox 2.0
		Recommended	2.0 GHz	2 GB		IE 8.0 Firefox 3.6
	50Mb/10Mb	Minimum	1 GHz	256 MB	10/100 (Fast Ethernet)	IE 6.0 Firefox 2.0
		Recommended	1.8 GHz	512 MB	10/100/1000 (Gigabit Ethernet)	IE 7.0 Firefox 3.0
	22Mb/5Mb	Minimum	750 MHz	256 MB	10/100 (Fast Ethernet)	IE 6.0 Firefox 2.0
		Recommended	1.8 GHz	512 MB	10/100/1000 (Gigabit Ethernet)	IE 7.0 Firefox 3.0
Mac OS X 10.4	100Mb/10Mb	Minimum	1.2 GHz	512 MB	10/100/1000 (Gigabit Ethernet)	Firefox 3.0 Safari 3.0
		Recommended	2.0 GHz	2 GB		Firefox 3.6 Safari 4.0
	50Mb/10Mb	Minimum	800MHz	256 MB	10/100 (Fast Ethernet)	Firefox 2.0 Safari 2.0
		Recommended	G5 PowerPC, 1.7 GHz Intel 1.8 GHz	512 MB	10/100/1000 (Gigabit Ethernet)	Firefox 3.0 Safari 3.0
	22Mb/5Mb	Minimum	600MHz	256 MB	10/100 (Fast Ethernet)	Firefox 2.0 Safari 2.0
		Recommended	G5 PowerPC, 1.7 GHz Intel 1.8 GHz	512 MB	10/100/1000 (Gigabit Ethernet)	Firefox 3.0 Safari 3.0