

Comcast Business WiFi Pod Trial Qualification

Please complete the survey below to be considered for our WiFi Pod Trial. After the survey, a Comcast Business Support Team member will be in touch about next steps via email.

...

* Required

1. Please provide your name and the name of your business *

2. Please provide the phone number associated with your Comcast Business account. *

3. Please provide the best email address to contact you for the next trial steps. *

4. What type of business will the WiFi Pods be installed at? Please be descriptive. *

5. How many square feet is the space where you would like WiFi Pods installed? *

- ☐ Less than 2500sqft
- ☐ Between 2500-4000sqft
- ☐ Between 4000-6000sqft
- ☐ Between 6000-8000sqft
- ☐ More than 8000sqft

6. How many floors does the business have? *

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4+

7. Do customers access your business WiFi? *

- ☐ Never, only employees use our WiFi.
- ☐ Occasionally we only provide access when asked

- ☐ Occasionally, we only provide access when asked.
- ☐ Regularly, we use 1 network for customers and employees.
- ☐ Regularly, we have a separate guest network.

8. What type of structure is the business located in? *

- ☐ Stand-alone structure
- ☐ Multi-dwelling structure (strip mall, office park)
- ☐ I'm not sure

9. About how many devices (employee and customer) are typically on your WiFi? *

- ☐ Less than 5
- ☐ 5-10
- ☐ 10-15
- ☐ 20+

10. What types of devices are typically on your WiFi? *

- ☐ Mobile phones/tablets
- ☐ Laptops/Computers
- ☐ Point of Sale systems
- ☐ TVs
- ☐ Other

11. What does your business use WiFi for? *

- ☐ Email & General Internet use
- ☐ VPN or Remote Server access
- ☐ Running high-bandwidth processes
- ☐ Other

12. Please describe where your cable modem is located. (central location, non-central location, 1st/2nd floor) *

13. What type of WiFi system do you use? *

- ☐ Single WiFi Access Point device
- ☐ Multiple WiFi Access Point device
- ☐ I use the WiFi provided by Comcast
- ☐ I'm not sure

14. How satisfied are you with your business's current WiFi performance? *

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

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Welcome to the Comcast Business WiFi Pod Trial!

Thank you for participating in our new WiFi Pod Trial Product. Below are the instructions for getting started, as well as contact information for our Customer Support Team. We hope you enjoy trialing our new product, and we look forward to hearing about your experience. Please look out for future surveys, your feedback and input help us improve our products!

Getting Started

When you're ready, [please schedule a time for a phone call](#) so we can walk you through your WiFi Pod setup. To schedule, email us at business_innovation@comcast.com

What You'll Need:

- The Comcast WiFi Pods (provided in your shipment)
- An Ethernet cable (provided in your shipment)
- Access to power outlets around your business and near your modem
- An available Ethernet port on your Comcast Business gateway
- A smartphone to download the WiFi Pod App (the technical team will walk you through this)

The Setup:

- At your scheduled time, join or answer the phone call and our expert Technical Support Team will walk you through the rest!

Customer Support

If you have any questions or issues, please email support at business_innovation@comcast.com or call us at [888-426-6014](tel:888-426-6014). We're available Monday through Friday, 9AM – 5:30PM Mountain Time.

Comcast Business WiFi Pod Setup: Assisted-Install



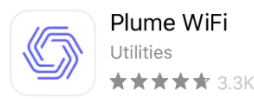
Thank you for using Comcast Business WiFi Pods!

We are excited for you to install our WiFi pods to improve your Comcast Business WiFi. Below are the instructions for setting up your pods. If you have any issues, please email support at business_innovation@comcast.com or call us at [888-426-6014](tel:888-426-6014).

WiFi Pod Assisted-Install with Plume App

Before your scheduled installation call, please ensure you have the following:

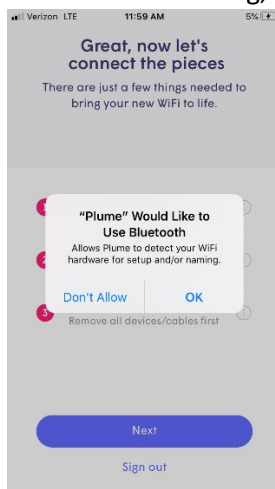
- Download the Plume WiFi mobile application (search for “Plume WiFi” in your mobile app store)



- Gather your Comcast Business WiFi pods (provided by Comcast)
- Gather your CAT6 or CAT5E ethernet cable (provided by Comcast)

On the call, follow the instructions below to install your WiFi pods. The tech on the call will assist you with any questions and finalizing your account set up:

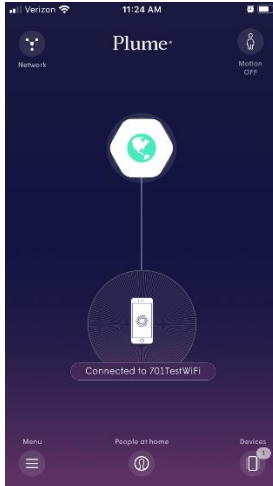
1. If you haven't already, download the Plume WiFi mobile application.
2. The tech on the call will confirm that your onboarding is complete. If it is not complete, the tech will walk you through the email verification process.
3. The tech will confirm you have the application, ethernet cable, and pods ready for installation.
4. Open the Plume WiFi application. Log in with the email address you approved for your account. [The tech can provide you with the email address and temporary password.](#)
5. For Bluetooth setting, select your preference. **This is optional for easily identifying WiFi pods.**



6. Next you will install the WiFi Pods in your workspace. For location suggestions, ask the tech on the call:

Comcast Business WiFi Pod Setup: Assisted-Install

- a. Gather your WiFi pods and a CAT5E or CAT6 ethernet cable.
 - b. The first pod should be installed as close to your modem as possible:
 - i. Insert the ethernet cable into your modem/router and then plug the other end of the ethernet cable into a pod.
 - ii. Plug the connected pod into the nearest power outlet. **You MAY NOT need to restart your modem. Wait up to 3 minutes for the app to respond, ask the tech if you have questions.**
7. When every pod appears in the Plume app, follow the prompts to finish installation. If the app prompts you to download updates, continue to download – this may take a few minutes.



8. Your tech assistant will confirm that your WiFi pods are connected.
9. **Next, you will rename your SSID and your tech assistant will complete your WiFi set up:**
 - a. Step1 turn off ssid
 - b. Step2
 - c. Tech step
10. Your installation is complete! Keep track of your devices and usage with the Plume WiFi app.

Comcast Business WiFi Pod Survey

Thank you for participating in our WiFi Pod Trial! We'd love to hear your feedback about how your WiFi Pod experience has been so far. Your answers will be useful so we can improve our products.

...

* Required

1. Please provide the name of your business. *

2. Before installing WiFi Pods, were you experiencing any issues? Please select all that apply. *

☒ Speed

☒ Coverage

☐ Video call quality

☐ Other

3. How satisfied were you with your WiFi Pod installation experience? *

☒ Very satisfied

☐ Somewhat satisfied

☐ Neither satisfied nor dissatisfied

☐ Somewhat dissatisfied

☐ Very dissatisfied

4. How easy was it to install your WiFi Pods? *

☒ Extremely easy

☐ Somewhat easy

☐ Neither easy nor difficult

☐ Somewhat difficult

☐ Extremely difficult

5. In 1-2 sentences, please describe what made your installation experience easy.

6. If you could improve the installation experience in any way, what would you change? *

7. Please describe any differences that you have noticed in your WiFi performance since installation. *

Enter your answer

8. Has your WiFi improved since you installed the WiFi Pods? *

- ☒ My WiFi has improved drastically
- ☐ My WiFi has improved slightly
- ☐ My WiFi has stayed the same
- ☐ My WiFi has gotten worse

9. What about your WiFi has improved?

- ☐ Speed
- ☐ Coverage
- ☐ Video call quality
- ☐ Other

10. Based on your experience with the WiFi Pods and Service during the trial, do you feel that this is a service you'd be willing to pay for if available? *

- ☒ Yes
- ☐ No

11. How much do you believe a Pod subscription service is worth? *

- ☐ \$5.00 - \$9.99 per month
- ☐ \$10.00 - \$14.99 per month
- ☐ \$15.00 - \$19.99 per month
- ☐ Other

12. Would you be willing to participate in a 10 minute phone interview about your experience? *

- ☐ Yes
- ☐ No

Submit