	SOP Te	emplate		
Company Name	Process Name	Date Created	Revision Number	
One-Touch Automation	ISP - Xfinity Setup	5/30/24	1	
	Process Frequency (Daily/W	eekly/Monthly/Project	: Based)	
	Project	t Based		
		Description		
Set	up the Account, Service an	d Fauinment Reaue	est for client	
Who's Involved			What are the inputs?	
Name Department or Function		Documents, SOW, Approval, Labor, Software, Etc.		
	PM	,	Trim Phase	
	Ops			
	What are the se	equential steps?		
Step Description			Who is Responsible?	
s Trim Phase is progressing - PM Talks to client about setting up ISP			PM	
f conversation leans towards Xfinity - Offer setting up for client through CXI			PM	
Obtain Physical Mailing Address from Client - Not just Lot Number			PM	
Determine what we are going to request - Cable Box Count, Internet Speed, Phone Service			PM	
Request Ops to get this setup			PM	
Login to CXI (https://centercode-comcast.centercode.com/)			Ops	
Click on Submit New Account Requests			Ops	
Fill Out Client Information			Ops	
Enter Preferred Install Date			Ops	
Under Notes, fill out any pertinent notes: New Construction - Need Feed, etc Click Submit			Ops Ops	
Let PM know this has been submitted			Ops	
et Client Know this has been submitted and to be on the look out for a confirmation email.			PM	
or enemeration time ride been e		a committation ornaii.		
	4 4			
	re the outputs [Defined Stand	dards of Completion of	or Deliverables]	
XI shows request is in.	or of OVI with D. C			
onfirmation email is received f	rom CXI with Date available.			
	Who does the proce	ess transfer to nevt?		
Nama	Who does the process transfer to next? Name Department or Function			
ivanile		'M	Milestone ISP - Installation Scheduled	
	<u> </u>	···	.c. modulation concluded	