PLAN

Tech Guide to Help Your Business **Bounce Forward**™

ADAPT

PIVOT

COMCAST BUSINESS

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Overview

Small businesses everywhere continue to face unique challenges during the Covid-19 pandemic. Many businesses, like restaurants and coffee shops, are changing their business model to focus on curbside delivery, takeout, outdoor seating and in some cases, limited indoor seating. Others like grocery stores and pharmacies are actually finding they need to scale up their operations to meet with the increased demand. And many employees continue to work from home, trying to adapt their home technology to their business needs.

Comcast Business is here to help you adapt to whatever tomorrow may bring. This **Tech Guide** has information to help you to not only bounce back, but Bounce Forward as you adapt to the ever-changing business climate.
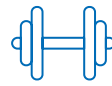
Changing Business Models

Sample businesses include:

| Restaurants | Schools | Gyms/Yoga Studios | Religious Orgs |

If your business is one that has been forced to change the way you service your customers or members, you may find the technology that worked for you before isn't exactly what you need now. Reengineering your operations to institute online ordering, online classes or other online services puts added pressure on your bandwidth and an extra need for enhanced Internet security.

As a Comcast Business customer, you'll be able to:

Have reliable, high-speed connectivity	With Comcast Business At Home, you and your employees can enjoy the same speed and security you rely on in the workplace.
Avoid missed calls	Receive business calls on your mobile device when you enable Call Forwarding. Available with Comcast Business Voice solutions.
Check network health	Comcast Business Internet customers can set web filters to enforce an Internet access policy for devices connected to your network and also receive emailed network activity reports with Comcast Business SecurityEdge.™
Stay connected to the network	Comcast Business Internet customers can keep devices connected to the Internet for up to 8 hours if power or service are out with Comcast Business Connection Pro.
Keep an eye on your business from anywhere	Check on your business locations, even when you can't be onsite, with Comcast Business SmartOffice.™
Keep your customers/members informed	Keep your customers informed by updating your business' splash page with WiFi Pro.

Plus, you can remotely manage your Comcast Business services and features, and sign up for alerts with the Comcast Business App and My Account. This makes voice and security features accessible anywhere, anytime.

Scaling Up Operations

Sample businesses include:

| Physicians | Manufacturing | Grocery Stores | Pharmacies | Delivery Services |

Many businesses are finding their products and services in great demand. Essential businesses like doctor's offices and grocery stores are being pushed to the limit to support customer needs. This is not the time to have your technology infrastructure let you down.

As a Comcast Business customer, you'll be able to:

Have reliable, high-speed connectivity	With scalable bandwidth and no data caps to support your peak business times.
Help protect all your Internet-connected devices	Comcast Business Internet customers can help protect devices connected to their network from cyber threats like malware, phishing and botnets. They also can prevent access to compromised or unwanted sites with Comcast Business SecurityEdge.™
Stay connected	Comcast Business Internet customers can keep their business up and running by staying connected to the Internet in the event of a power outage with Comcast Business Connection Pro.
Avoid missed calls and easily collaborate	Receive business calls on your mobile device with Call Forwarding and collaborate with team members and clients who may be working from home with audio conferencing.
Keep an eye on your business	Keep an eye on your operations from anywhere with Comcast Business SmartOffice.
Keep your customers and members informed	Comcast Business Internet customers can use WiFi Pro to create a splash page to convey important information.

Plus, you can remotely manage your Comcast Business services and features, and sign up for alerts with the Comcast Business App and My Account. This makes voice and security features accessible anywhere, anytime.

Working from Home

Working from home brings a host of challenges, including staying disciplined, creating a comfortable work space, and most importantly, having the right technology in place to get the job done.

Here are some things to consider for staying connected...even while social distancing.

1. Internet Connection

Work-from-homers must have high-bandwidth Internet to participate in all of those video conferences, access apps in the cloud that will help you do business, and receive and send business data. Especially when you consider that everyone in your house is fighting for the same bandwidth. The kids are taking classes online and playing video games, while your significant other is working from home – what worked before likely isn't what you need now.

> **Questions to ask your Internet service provider** (ISP)
> - Do I have enough bandwidth to power all our devices all the time?
> - How much bandwidth do I need for things like: VoIP and online video meetings, steaming movies, video games and online classes?

2. WiFi

You'll need to be sure that your WiFi connection can support the added devices now accessing it and provide the coverage you need for your house.

> **Questions to ask your ISP**
> - Do I have the coverage I need for my home?
> - Can I limit access to WiFi at certain times of the day or for certain people in the household (children)?
> - How can I secure devices connected to my home WiFi network?

3. Internet Security

It's more important than ever to protect your connected devices from cyber threats like malware, botnets and phishing scams.

> **Questions to ask your ISP**
> - How can I help protect myself from malicious websites and emails?
> - Is anti-virus software enough?

As your business prepares for every new challenge, Comcast Business is committed to help you not just bounce back...but Bounce Forward with the technology and support you need to take on what's next.

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