

Comcast Business Alliance Referral Program Job Aid

Chambers and Associations

COMCAST
BUSINESS
BEYOND FAST

Earning rewards in this exciting new referral program is easy! For every lead you submit, that results in a new customer for Comcast Business, you'll receive a one time payment of the new customer's MRC (Monthly Recurring Charge). That's it!

Check out all the features of this amazing program.

- ➔ **Simplicity:** Entering referrals is as easy as 1, 2, 3.
- ➔ **Direct Deposit:** No more waiting for checks—get your reward funds quickly.
- ➔ **Real-Time Updates:** Know what's going on with your leads as soon as they're updated.
- ➔ **Centralized Hub:** All the info you need is in one place, letting you focus on making referrals—and earning rewards.
- ➔ **Mobile:** Make referrals anytime, anywhere on your phone or tablet.

Program Overview

The Alliance Referral Program allows Chambers and Associations to earn reward funds when they partner with local IT shops, networking professionals, commercial real estate, etc., to promote Comcast Business and deliver premium services. Here's what you need to know:



For every lead that a Chamber or Association submits that results in a new customer for Comcast Business, it will receive a one-time payment of the new customer's MRC (Monthly Recurring Charge).



Chambers and Associations can receive up to \$1,500 in payout for referred customers that are single site. For multi-site (customers in multiple locations), they can receive up to \$5,000 in payout.



Chambers and Associations cannot refer themselves.



New Chambers and Associations must receive approval by the region in which they registered. Once approval is granted, an email notification with login information will be sent.



Chambers and Associations can only participate in one referral program.

For full Terms and Conditions, go to the My Documents tab at www.ComcastBizLeads.com



It's your one-stop shop for all referral activity with Comcast Business! Submit referrals, view their status, update your profile and more.



Submit a referral

The Submit Referral tab redirects to a web form. Fill out the required fields and hit submit! Your referral will then be sent to a Comcast Sales Representative in Salesforce. Be sure to complete the following fields accurately to ensure your referral is passed to the appropriate rep:

- Number of Employees
- Products

Note: All multi-site referrals must be entered one by one into Comcast BizLeads. This ensures that each location has its own unique Referral ID.



View a referral status

To view referrals that have been submitted, hover over the Reports tab, then select Referral Report. If you need to, you can export the report to excel.



Rewards

You don't have to check the mailbox anymore! You'll receive your rewards via direct deposit.

Once a referral shows the status "Payment Approved," please allow approximately four weeks for payment processing.



Referral status descriptions

Lead Submitted: Referral received in Salesforce

Working: Sales Representative has reviewed the lead and determined it as a viable opportunity

Sold: Paperwork signed and Sales Representative has placed the order

Lost: Sales Representative unable to close the sale; no payment

Install Complete: Services installed

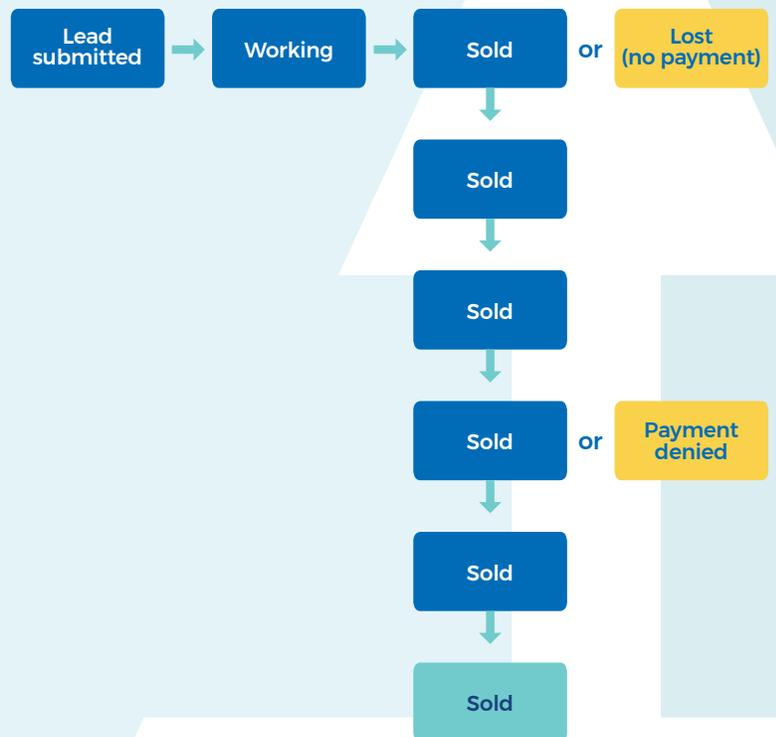
Under Payment Review: Install has been verified; referral stays in this state until a finance approver takes action on the referral

Payment Approved: Referral payment tentatively approved by the finance approver

Payment Denied: Finance approver has denied referral; no payment

Payment in Process: Referral approved for processing by finance

Paid: Referral payout has been direct deposited



More Portal Features



Update your profile

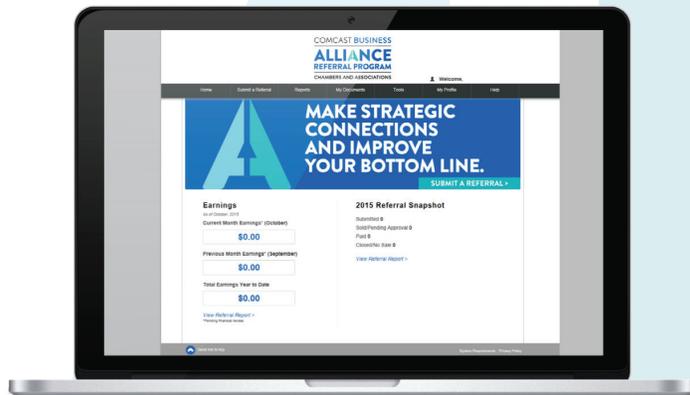
Edit your personal information in the My Profile tab. Be sure to complete all fields and click save to ensure your information is updated



Add another user

If you'd like to have additional users submit referrals on your Chamber or Association's behalf, you can add them in the Tools tab:

- Fill out the information with the additional user's information.
- Select "Add Another User."
- The information will be sent to a Comcast region (verified by zip code) for approval.
- Once approval is granted, the individual will receive a notification with login information.



New to the program?

Visit www.ComcastBizLeads.com
Select "Become a New Partner" to register.



Already approved?

You'll receive login information via email upon approval.



Questions?

For additional assistance with the portal, contact Questions@ComcastBizLeads.com