

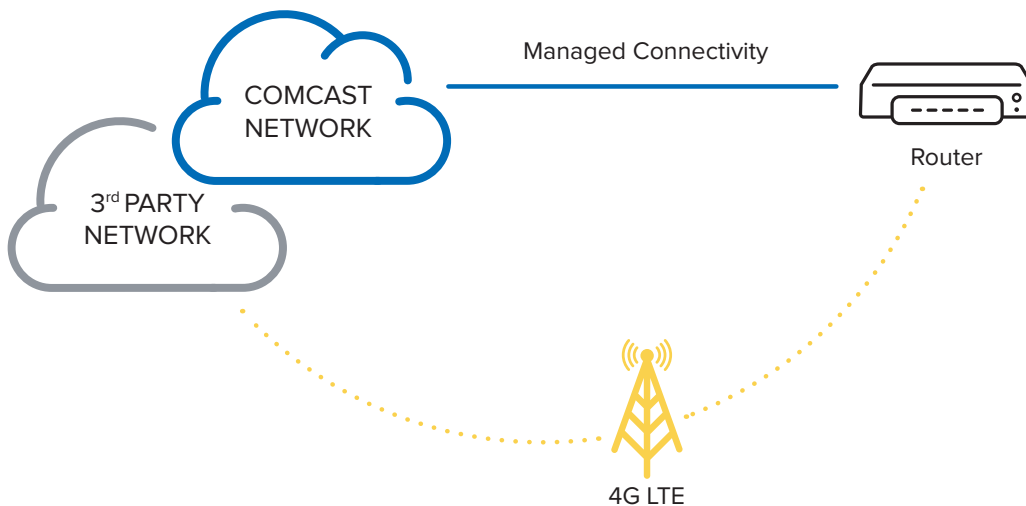
Enterprise Solutions Business Continuity

Uptime is Critical for Enterprise Organizations

As the Internet continues to evolve into a progressively more indispensable resource for conducting business, the ability to communicate with remote sites, customers, partners and suppliers has become a variable that is often taken for granted.

Risks are an inevitable part of your businesses. Every day, enterprise networks are exposed to unforeseen events that can cause a network or remote site to go down. Some of these circumstances may include forces of nature, security breaches, failing network infrastructure, power failures or something as haphazard as a backhoe cutting a cable.

These interruptions can significantly impact your businesses productivity, revenue, customer relationships, and the future of your organization. With Managed Business Continuity, Comcast Business Enterprise Solutions offers the ability to minimize the impact of common risk factors and can help you keep your enterprise running.



Managed Business Continuity services... provide the flexibility to introduce redundancy selectively, only addressing high priority locations, or across the board, to provide reliable coverage.

Redundancy Options for Business Continuity

Managed Business Continuity services help keep organizations operational even when unforeseen events strike. They provide the flexibility to introduce redundancy selectively, only addressing high priority locations, or across the board, to provide reliable coverage. Comcast Business offers Business Continuity services that include:

Wireless 4G LTE Backup

In the event of a network interruption, we will provide a back-up link using 4G LTE data plans from a mobile provider in your service location area. If you choose Comcast's Managed Router services, we can prioritize which applications have backup continuity features and which do not. 4G LTE offers diversity from primary wireline services. Comcast Business provides:

- Equipment
- Proactive monitoring
- Basic Help Desk
- A variety of data packages from a diverse set of mobile providers

Hybrid Wireline

We can install and manage a second wire-line network connecting all of your locations to help you stay operational in the event of an outage. The back-up network will provide physical diversity from your current access technology and will help to ensure that key performance metrics do not suffer as a result of chronic or intermittent downtime.

Managed Services*		
Managed Connectivity <ul style="list-style-type: none"> Managed Broadband Wide Area/Metro Ethernet Cellular Data 	Managed Security <ul style="list-style-type: none"> Firewall VPN UTM 	Managed Business Continuity <ul style="list-style-type: none"> Cellular Data Fixed Line
Managed WiFi <ul style="list-style-type: none"> Basic, Advanced, Premium, Custom 	Managed Router <ul style="list-style-type: none"> VPN High Availability Option Supported Custom Configuration 	Managed Voice <ul style="list-style-type: none"> Nationwide Coverage
Professional Services		
Maintenance <ul style="list-style-type: none"> Same Day Next Day 	Help Desk <ul style="list-style-type: none"> Advanced Help Desk Support 	Monitoring <ul style="list-style-type: none"> Proactive Monitoring Proactive Management
IT Deployment Services		
Professional Installation <ul style="list-style-type: none"> Technology Integration Test and Turn-up On-Premise Installation 	Professional Technician Services <ul style="list-style-type: none"> Break-Fix LAN/WAN Infrastructure Structured Cabling 	WAN/LAN Assessment <ul style="list-style-type: none"> Site Surveys
Depot Services <ul style="list-style-type: none"> Spares Management 		

Excellent Customer Service

- Four fully redundant Customer Care Centers located in Naperville, IL, Cincinnati, OH, Denver, CO, and Tampa, FL dedicated to Enterprise customers
- Seventeen Regional NOCs – with experienced technicians and engineers
- Customer Care to attend to issues 24/7/365

About Comcast Business

Comcast Business is a part of Comcast, a Fortune 50 company and technological leader. Comcast Business provides advanced communication solutions to help organizations of all sizes meet their business objectives. Through a next-generation network that is backed by 24/7 technical support, Comcast Business delivers Managed Enterprise Solutions for cost-effective, simplified communications management.

29 million +

Internet customers, the biggest ISP in the U.S.

99%

of footprint with Gigabit broadband

\$1.5 billion

in annual capital investment

160,000 +

employees across the United States

\$109 billion +

in total consolidated revenue

For more information, visit our website at:

business.comcast.com/enterprise/industry-solutions/professional-services

**COMCAST
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