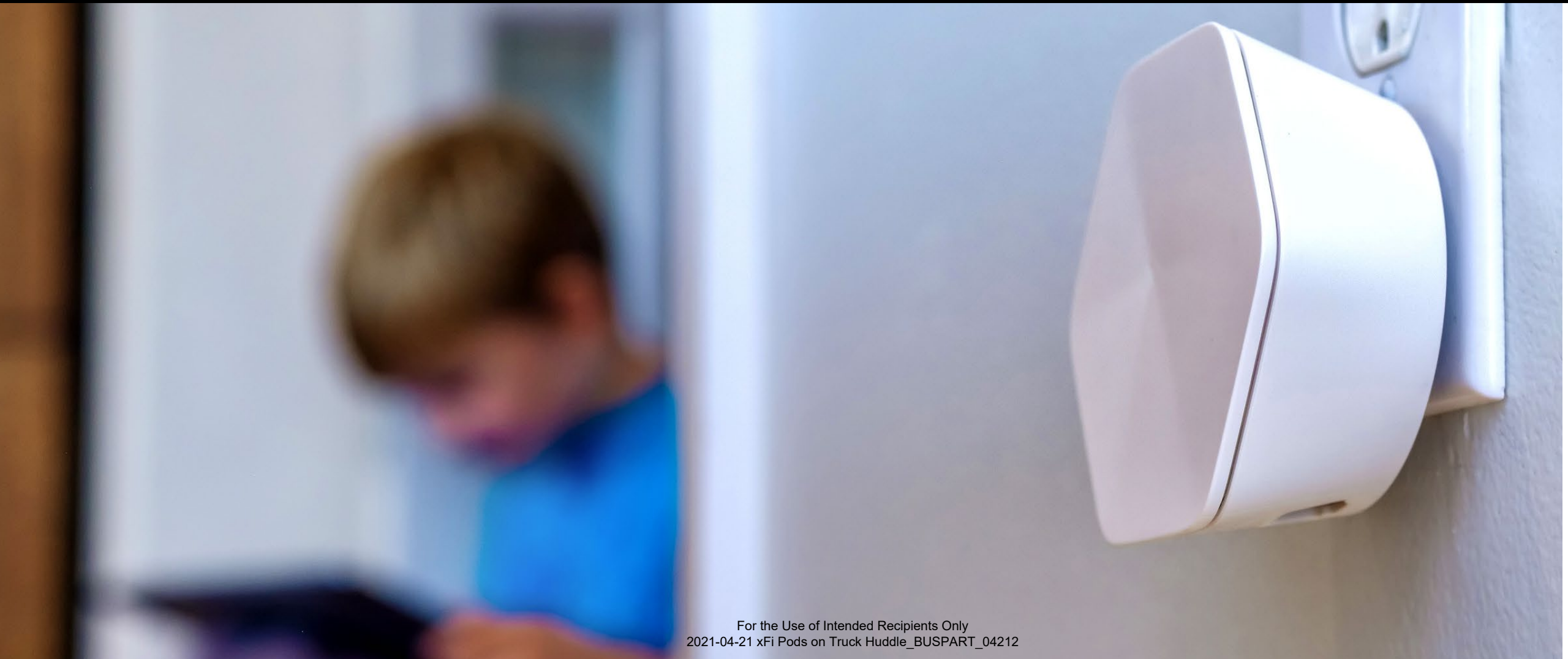
xFi Pods on Trucks Huddle

“xFi Pods are now another tool in your toolkit”

Objectives

1. Describe in-home WiFi coverage
2. Identify the features and benefits of xFi Pods
3. Understand xFi Pods are a solution for in-home WiFi coverage issues, **not** a sales pitch
4. Discuss how to order, install, and activate an xFi Pod

What do you know about in-home WiFi Coverage?



Details you need to know

WiFi Optimization

The dual-band xFi Gateway broadcasts two radio bands under one network name (or SSID) and connects devices to the best one, providing optimal performance and superior coverage.

Gateway Placement

The location of the Gateway in the home impacts the quality of the experience. For optimal performance, the Gateway should be placed in a centralized location.

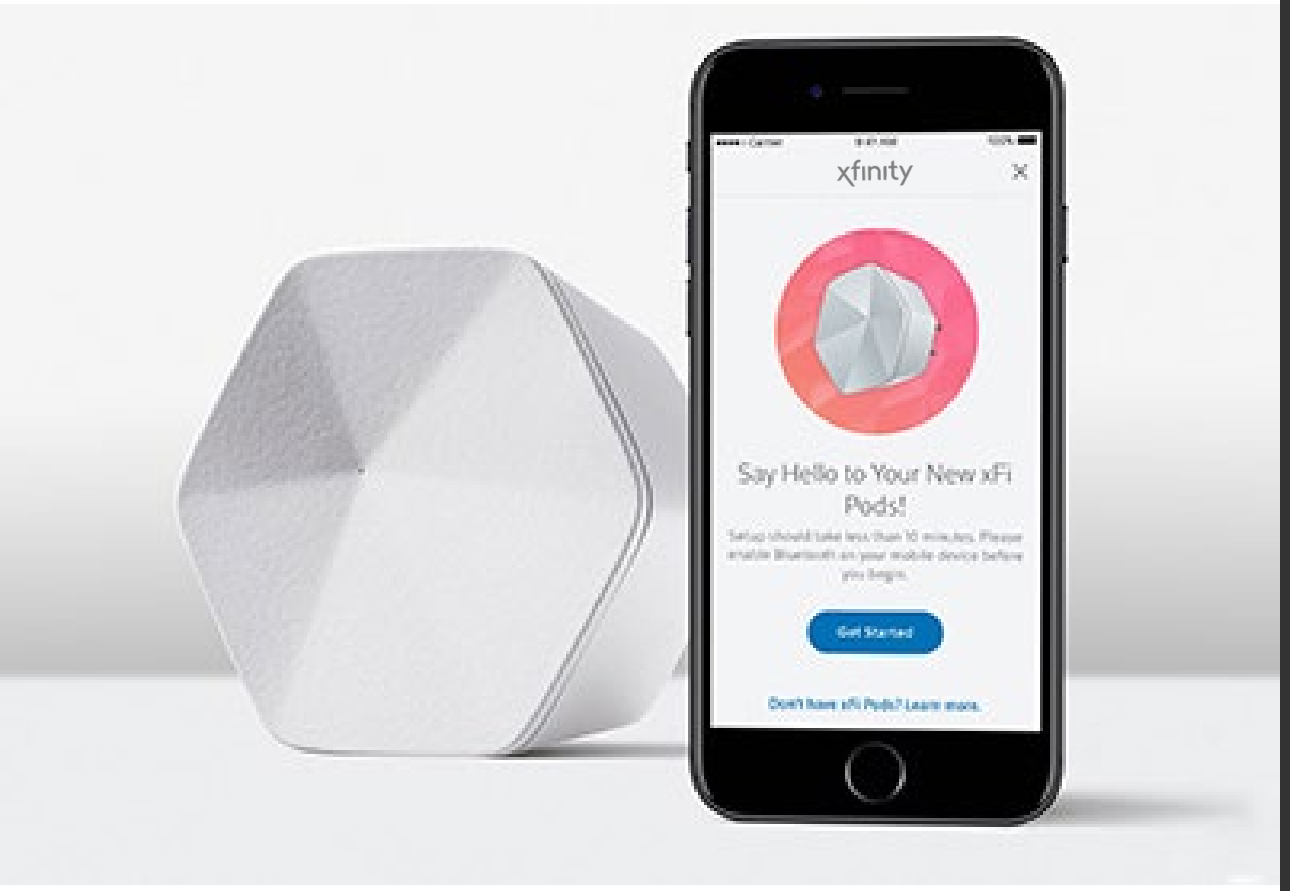
Coverage ≠ Speed

xFi Gateways and Pods provide whole-home coverage. xFi Pods deliver more consistent WiFi coverage, but they may not deliver the same speed throughput as connecting to the Gateway.

Coverage Gaps

With an xFi Pod, customers can stop worrying about places in their homes where they have a poor WiFi experience. They can be easily self-installed to help eliminate coverage gaps and deliver more consistent coverage.

xFi Pods Features and Benefits



- An xFi Pod helps to eliminate coverage gaps and allow customers to enjoy more consistent coverage
- An xFi Pod can be plugged into any indoor non-switched electrical outlet and are easily set up with the Xfinity application
- An xFi Pod optimizes coverage for every device, even when multiple devices are on WiFi in the same room

Before You Consider Offering an xFi Pod

Install Gateway
(install only)

↓

Assess Coverage

↓

Troubleshoot
(if necessary)

↓

Re-assess Coverage
(if necessary)

↓

If xFi Pods Serve as A Solution

Offer xFi Pod

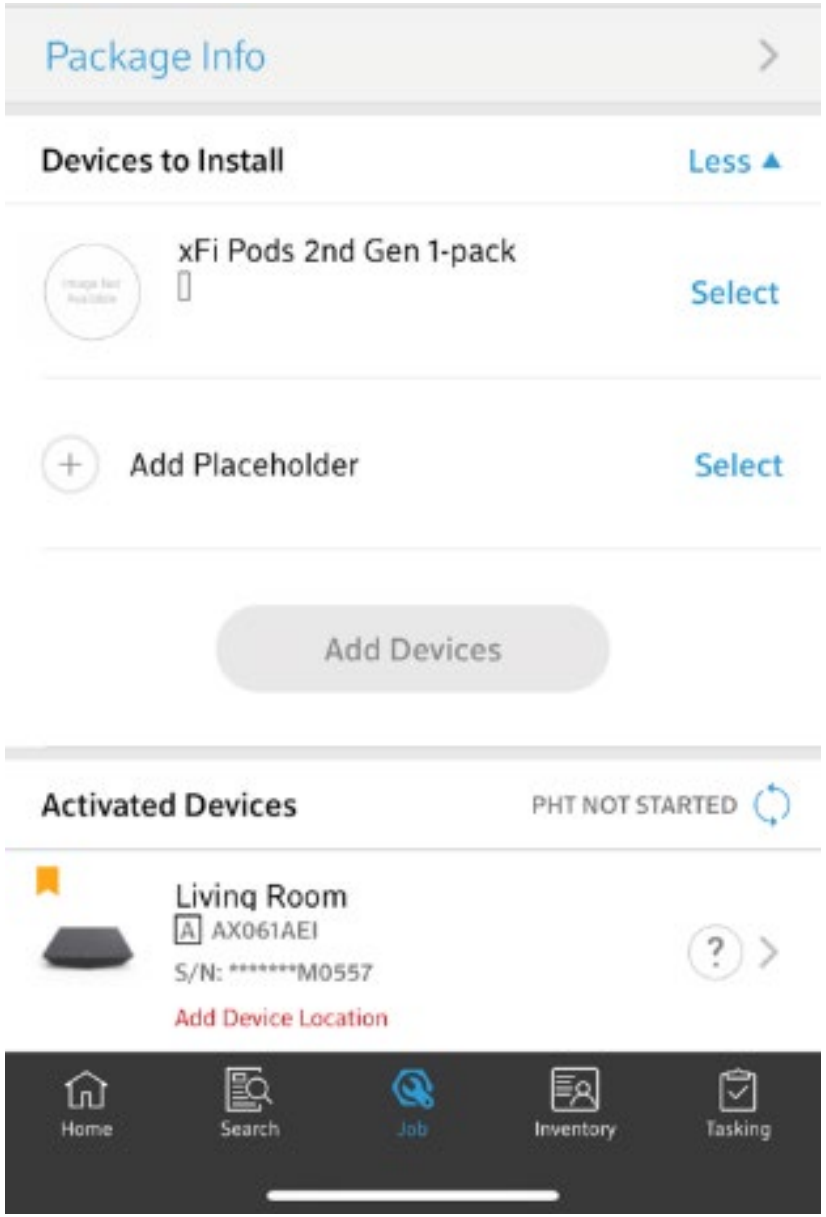
Customer Accepts

Customer Rejects

Order, Install, and Activate

Educate Customer

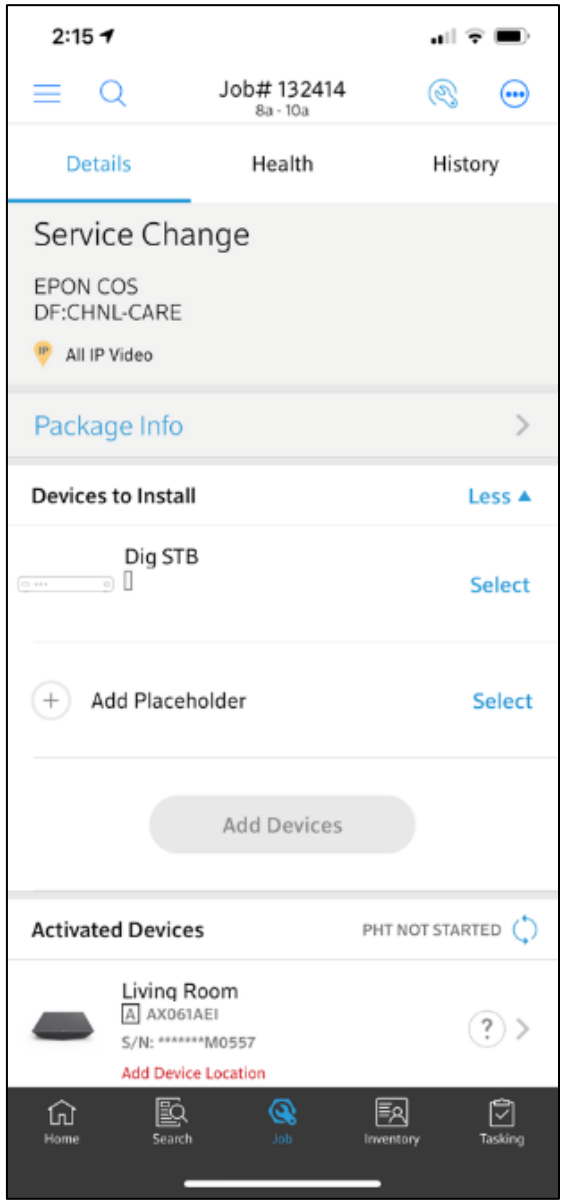
Remember, an xFi Pod is a solution to address in-home WiFi coverage gaps!

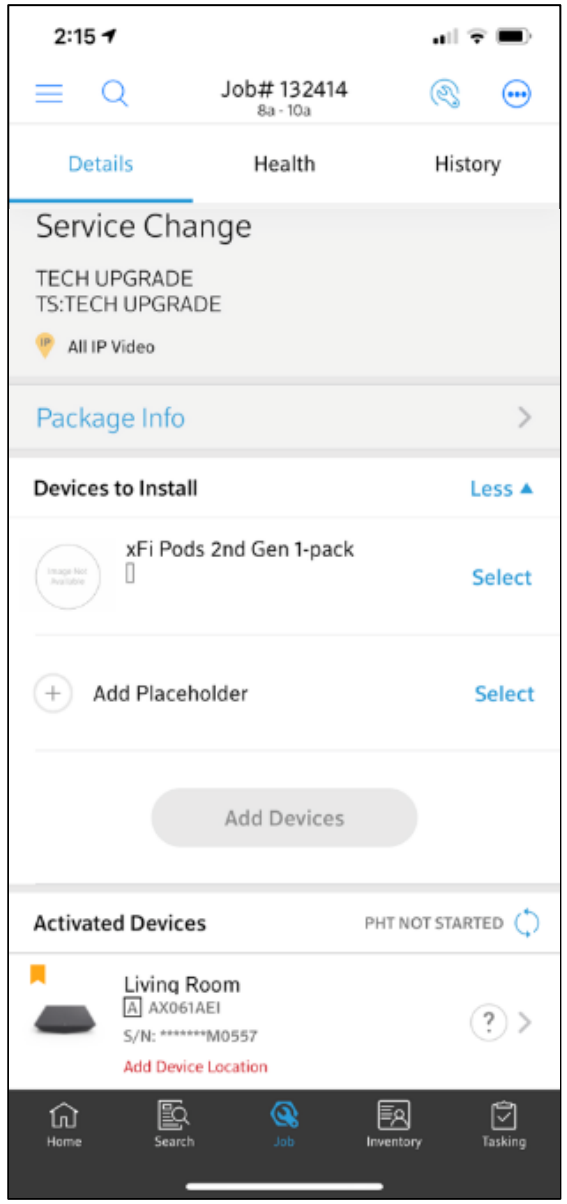


Ordering a Pod While on an Install or Change of Service

(If customer accepts)

1. Technician orders an xFi Pod by contacting the TSC
2. Technician asks the TSC agent to add xFi Pod campaign (02Q) to the open work order
3. BAU customer consent: A one-time charge of $119 will be applied to the account
4. The open work order must be refreshed in Tech360
5. The placeholder for the xFi Pod should show up in Tech360 after refresh





Ordering a Pod While on a Trouble Call or Special Request Order

(If customer accepts)

1. Technician orders an xFi Pod by contacting the TSC
2. TSC Agent will open a new Change of Service, add the xFi Pod campaign (02Q) to the new work order, and assign it to the tech
3. BAU customer consent: A one-time charge of $119 will be applied to the account
4. Technician goes off TC/SRO (but does NOT complete it) and goes onto new Change of Service work order, where there will be a Pod placeholder
5. After installing and activating the Pod on the new work order, technician completes the Change of Service and goes back onto the TC or SRO

Activating an xFi Pod

1. The xFi Pod should be plugged in first, which is an important step to ensure that the activation flow is completed without any issue
2. The xFi Pod should be selected from the technician’s buffer and added to the customer account
3. Wait for the blinking light to go off
4. Reload the job and the Pod will be displayed under the Gateway device

4 Things to keep in mind

1. The xFi Pod should be plugged in and activated by the technician via Tech360

2. The Pod should be located halfway between the Gateway and the identified coverage gap area

3. If applicable, distance between an additional xFi Pod will depend on obstructions between the Pod and gateway location

4. The customer will choose a name for the xFi Pod so it is easy to identify, and the technician will enter this name at the end of the activation flow

Potential Questions from Customers

“Before I called about this issue, I saw that I could just buy extenders online. Can I just use those instead?”

“If the Pod breaks or quits working, what do I do, and will there be a charge?”

Summary

Debrief

Now that you've gone through this huddle, you should be able to:

- Understand in home WiFi coverage
- Describe the features and benefits of xFi Pods
- Understand when to offer an xFi Pod as a solution
- Order, install, and activate an xFi Pod

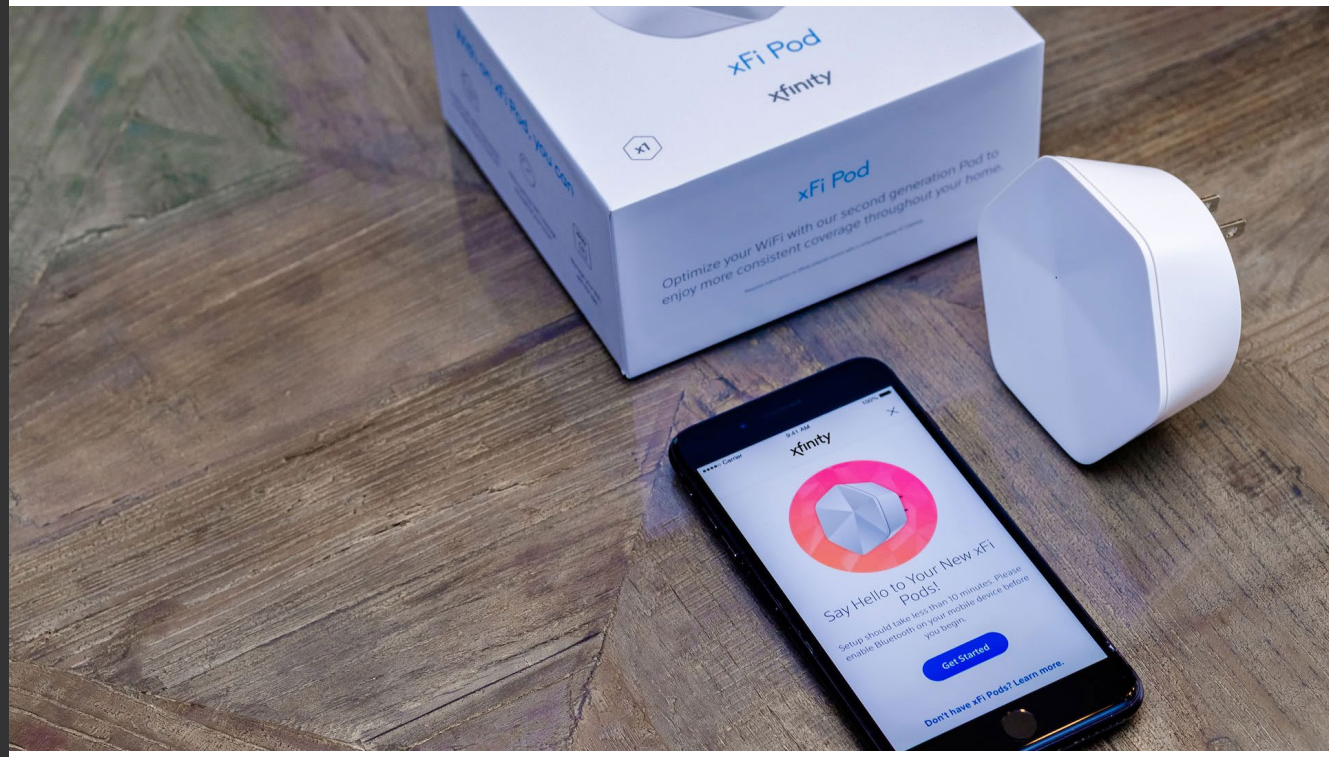
Call To Action!

How can you use what you've learned to improve the customer experience?

What do I need to do differently going forward?

Additional Information

The following pages contain additional reference information included in the **Customer Experience In-Home WiFi Quick Reference Guide**. This guide can be accessed via the search feature in Tech360.



CX In-Home WiFi Quick Reference Guide

Gateway Tips

- ***It's important to inform the customer how impactful Gateway placement will be regarding in-home WiFi speed and coverage.***
- Gateway placement should always be a collaborative decision between the technician and the customer.
- Gateway placement recommendations include:
  - Target a customer-preferred area with frequent WiFi usage or a central elevated location in the home.
  - Avoid windows, as well as other wireless access points or wireless interference-causing devices (e.g. gaming consoles, baby monitors).
  - Avoid installing in proximity to barriers and interferences (mirrors, behind smart TV's, cordless phones, motors).

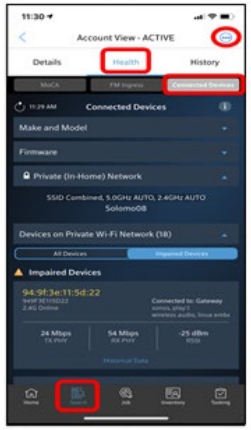
- Ensure the customer's gateway is setup with a single SSID and password.
- Educate the customer on self-service options via xFi app and advocate for Speed, Coverage, Control

In-Home WiFi High-Level Workflow (Pro Install, Tech Assisted)

1. Prior to installing the Gateway, conduct a consultative conversation with the customer. This includes a walk-through of the home to identify placement options, potential obstacles, and high-usage areas.
2. Assess speed and coverage using WiFi Visualizer (if necessary)
   - Re-assess Gateway location if necessary (re-locating the Gateway is a viable troubleshooting step).
3. Connect customer's WiFi devices (e.g. Xi5, Xi6).
4. Recommend an xFi Pod (if necessary) as a potential solution for coverage gaps.
5. Educate customer on the current state of their in-home WiFi network prior to leaving the job/exiting the premises.

WiFi Visualizer Tips

- All customer visits are opportunities to use the visualizer. ***The WiFi Visualizer is a tool in the tool-belt, not a mandated step in the WiFi workflow.***
- The Gateway must be active and have the most up-to-date firmware in order to run the WiFi Visualizer. Customer owned and operated modems are not compatible with the WiFi Visualizer (the WiFi Visualizer auto-indicates if gateway firmware is up to date. Firmware version can also be viewed in Tech360).

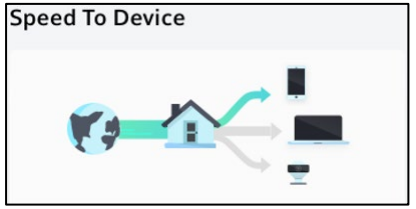


- ***The WiFi Visualizer is not intended to be run in every single room***. It should be used to assess, troubleshoot, and validate in-home WiFi coverage.
- ***Details to consider when determining if a scan is necessary:***
  - Would the customer's experience improve from a before and after report showing the speed/coverage improvements.
  - Is Gateway placement ideal considering home size / layout.
  - Is the residence a sprawling ranch, a vertical layout with multiple floors, or a tiny single-floor unit within an MDU.
  - Does the customer believe there are coverage gaps in specific areas of the residence that should assessed.
  - Does the customer want coverage in locations hindered by distance to gateway, home layout obstructions, or furniture/decorative obstructions.
- The WiFi Visualizer results are saved as an event in Timeline and subsequently sent to customer via automatic email notification.

Internet Speed Tips

Customer-facing xFi Speed Tests

- **Speed to Device**
  - Shows maximum connection speeds for downloading and uploading files that are between 256K and 100MB in size.
  - WiFi speeds vary by location (based on coverage) and by device (based on hardware capabilities).
  - Other factors, like network traffic, can affect the results when running speed tests using a third-party site.
  - *Note: Remember the difference between megabits and megabytes. They are often confused but mean very different things.*
- **Speed to Gateway**
  - Measures speed of the Internet connection to the xFi Gateway.
  - Results are often higher than from a traditional speed test because they are not impacted by factors like WiFi conditions or device capabilities.
  - Customer will Fail if receiving less than 90% of their advertised plan.
  - Location of the xFi Gateway will not affect the result.
  - Restarting the Gateway can help account for Firmware updates or point-in-time congestions.



Tech360

- **Connected Devices Tab**
  - Displays devices that are not receiving optimal speeds due to physical placement/environment.
  - Provides historical results to help understand the customer journey (i.e. Speed to Device, Speed to Gateway, etc.).

Customer Education Tips

- Speed vs Coverage.
- Use both tests (Device/Gateway) to help the customer understand the difference between Speed to Device and Speed to Gateway.
- Make WiFi "real" by using analogies that resonate with the customer.
  - Driving a Ferrari in a city.
  - Water Department vs Plumber.

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CX In-Home WiFi Quick Reference Guide

xFi Pods

- Solution to help eliminate WiFi coverage gaps
- Tech calls TSC / TCOE to add campaign code (02Q) to customer acct
- Technician activates via Tech360
- Extends range of coverage but does not provide maximum speed through the home
  - **Supports up to 400 Mbps (2nd Generation) or 200 Mbps (1st Generation)**
- Compatible with most xFi Gateways except Cisco DPC3939
  - Ensure that the Gateway is not in bridge mode
- Make sure Pod is plugged into the lower outlet and clear of any WiFi-altering obstructions (indoors only)
- Requires 48-72 hours for mesh network to optimize
- Refer customers to XA or dot.com (link below) for warranty fulfillment
- (*https://www.xfinity.com/support/articles/xfi-pod-warranty*).

WiFi Demarc

Comcast Provided Services

- Installing and troubleshooting Comcast equipment & Lines of Business
- Ensuring service quality and stability (PHT).
- Assisting customers with mobile device pairing to WiFi network

HelloTech Services

- Amazon Alexa, Google Home, Thermostats and other IoT devices
- Wall fishing and wired (ethernet) networking
- TV mounting, Smart TV setup, audio system & wireless printer setup

HelloTech

Tech360 Referral Path

- Refer customer to HelloTech from the Details screen within Tech360
- HelloTech with follow up with the customer directly

Getting Started

Growing the Getting Started Experience

- Creates a consistent experience for delivering simplified, all-digital activation that's secure, immediate, & personalized
  - **New Terminology:** Updated language to reflect the new experience
  - **Xfinity App Rebrand:** Multiple App consolidation
  - **One Way to Activate:** Integrating the COAM device activation into the Xfinity App

What does that mean for you?

- Look for update language reflecting Getting Started across tools and documents (including work orders)
- Understand the capabilities of the consolidated Xfinity App for easier customer education
- Ensure all COAM customers have an Xfinity ID to make their products easy and secure

Xfinity App Support

- ***Simple Account Setup:*** Choose products, build account, digital confirmation
- ***Seamless step into products:*** Download app, watch TV now, digital game plan
- ***One way to activate:*** Getting Started Kit, Xfinity sign in, XA support

xFi | **My Account** | **Stream** | **Xfinity Home**

Device Throughput Guidelines

- Continue setting realistic expectations for the customer.
- Device throughput guidelines will vary based on customer-owned device capability (e.g. iPhone 5 vs iPhone 11).

Device Speed Charts

Newer devices should be able to handle greater speeds over WiFi, however, older devices may not do as well even under ideal conditions. For faster speeds, try using an ethernet connection instead.

	Year Released	Expected WiFi Speed
Computers	2011 - Present	150-500 Mbps
	2007 - 2010	75-150 Mbps
	2006 and Earlier	25 Mbps
Phones and Tablets	2011 - Present	75-300 Mbps
	2007 - 2010	25-75 Mbps
	2006 and Earlier	25 Mbps

Link to throughput guidelines
https://speedtest.xfinity.com/devicespeeds

Link to Einstein360 document
https://einstein360.cable.comcast.com/einstein360/ViewDocument/HOW13964

Before You Leave…

- Ensure the customer's Gateway is setup with a single SSID and password, unless specified otherwise, then explain the potential benefits to single SSID:
  - ***Band steering***: The Gateway selects the best band for each device. This results in optimal connectivity for WiFi devices.
  - ***Improved Customer Experience***: Prepares customers for success with future Xfinity products.
- Make sure the customer's Gateway and associated equipment are speed tier compliant, and explain the potential impacts of non-compliance (e.g. not achieving expected speed or coverage).
- Educate the customer on the final state of their in-home WiFi network. Set realistic expectations for the customer regarding their Gateway placement, device capabilities etc.

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What does the LED light on the Pod mean?

No LED

When initially plugging in any pod into an outlet, the light should always turn solid for a moment, and then the LED will slowly pulse while it is trying to connect to the cloud. Once connected to our cloud, the LED will then turn off.

If there is no light at all when first plugging in the pod, check the outlet to ensure it has power. If there are no issues with the outlet, there may be something wrong with the pod.

Blinking LED (Green)

Quick, repeating Double blinks
Pod is waiting for optimization to finish.

Quick Double blinks
Pod is being named by scanning the pod.

Slow continuous pulse (dim to bright green light)
Pod is trying to connect with the cloud and depending on the circumstances could mean the following:

- This is normal before adding the pod to the account, and the slow pulse will continue until the pod is added to the account and establishes a connection to the cloud.
- The pod has lost connection to the rest of the network, which could be a result of extremely poor signal.
- Internet connectivity is lost.