



How-to Guide

How-to Portal Flow

Use this job aid to learn how to navigate the NOW buy flow for NOW Mobile.

For the easiest and best way to use this job aid, click on the download button to the right of the mySource preview.



NOTE:

If this job aid is taking a while to load, it might be because of the Adobe Acrobat extension on your browser. For easier access, consider removing this extension, which should take you to a preview tab where you can easily click through and navigate.

Please note: This information is confidential and for internal use only, intended solely for informational and training purposes. Please do not share this information with customers until general launch on April 30 (April 3 for Pilot locations).



How-to Guide

Why NOW

NOW gives you straightforward access to quality Internet and Mobile that's right for you, right now.

NOW provides two new affordable prepaid service options for prospects and existing customers. NOW focuses on being transparent, simple and reliable.



NOW knows some customers don't want all the bells and whistles, but do want a connection they can rely on.



NOW doesn't take up your time without good reason. That means no hidden fees, gimmicks, or surprises. Just the services customers want, for consistent all-in monthly prices. No contracts, no commitment.



NOW aims to be easy to understand. Simple to join, set up and manage. No complexity, clutter or complications.

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NOTE:

The screenshots you see in this job aid are subject to change.



How-to Guide

New NOW Customer

New NOW Customer – E360 Flow

For E360, if the customer is interested in NOW, lookup the address directly from the home page of E360 to validate if it is serviceable.

After finding the customer location, a New NOW customer button will present to launch buy flow.

The screenshot shows the E360 Customer Lookup interface. At the top, there's a navigation bar with "Customer Lookup", "CTI ON", and "Hello, Maddy". The main content area displays the address "221 Pearl St, Apt 22-A Boulder Colorado 94686" with a location ID. Below this, a "Serviceability" section indicates that services are available at this address. It lists four categories: VIDEO (SERVICEABLE, TAP NEVER CONNECTED), INTERNET (SERVICEABLE, TAP CONNECTED, WIFI READY), HOME (SERVICEABLE, TAP NEVER CONNECTED), and VOICE (SERVICEABLE, TAP CONNECTED). Under "Contact Profiles", it states "There are no contacts at this address." and provides a link to "Add a Contact Profile". The "Account History" section also states "There is no history of service at this address." and features a highlighted "Start a new NOW sale" button with a "1" in a purple box. The "Devices" section states "There are no devices at this address." The "Location Notes" section lists technical details: "WIFI READY MODEM PRE-INSTL'D - TAP HOT & SIK READY", "TERRACE STATION - P2 JB0000000685174 XVX 9/17/20", and "EINSTEIN TLK 392". A "Back to Search Results" button is at the bottom.

AFFECTED SALES CHANNELS

Inbound & Direct Sales will use E360 to launch into NOW buy flow.

NOTE

'Start a new NOW' sale button will present even if the location is not eligible for NOW-Xfinity Sales Representatives will need to review eligibility. Error messages will be based on the unique situation with the buy flow.

For example, the below message will appear if the Xfinity Sales Representative selects NOW buy flow on an ineligible location:

The screenshot shows an error message for a location with ID "06054462644449". The message states: "Address is a cold tap not eligible for prepaid, route to xfinity.com." The message is displayed in a grey box with a red error icon on the left and a close button on the right.

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RETAIL ONLY

New NOW Customer

New NOW Customer – R360 Flow

For R360, if the customer is interested in NOW, there is a 'New NOW Customer' button to launch buy flow.

How-to Guide

9:41 Mon Jun 3 100%

Retail 360 John Smith Look up by service address +

[< Back](#)

221 Pearl St, Apt 22-A Boulder Colorado 94686
Location ID: 03119310710591

SERVICEABILITY

 VIDEO ✓ SERVICEABLE ✗ TAP NEVER CONNECTED	 INTERNET ✓ SERVICEABLE ✓ TAP CONNECTED	 HOME ✓ SERVICEABLE ✗ TAP NEVER CONNECTED	 VOICE ✓ SERVICEABLE ✓ TAP CONNECTED
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ACCOUNT HISTORY

1 **New NOW Customer**
New Residential Customer

ACCOUNT HOLDER	ACCOUNT NUMBER	TELEPHONE	ACTIVE	CUST. DEBT
Lin, Adam (He, Him, His, Himself)	8773102333123714	(210) 243-0176	✓	\$0.00

[Check in](#)
 [Customer](#)
 [Tools](#)
 [Knowledge base](#)
 [Pickup In Store](#)

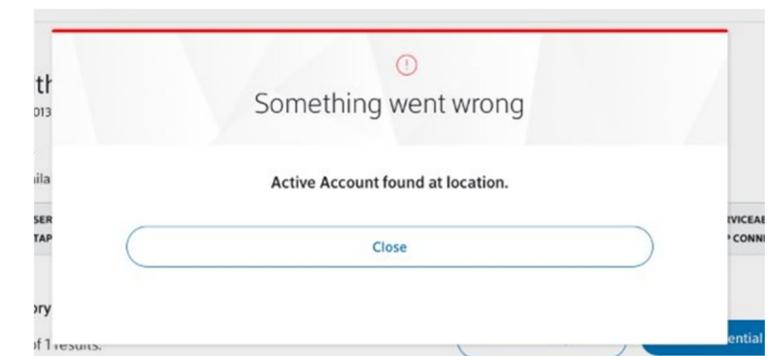
AFFECTED SALES CHANNELS

Retail & Branded Partners will use R360 to launch into NOW buy flow.

NOTE

'Start a new NOW' sale button will present even if the location is not eligible for NOW-Xfinity Sales Representatives will need to review eligibility. Error messages will be based on the unique situation with the buy flow.

For example, the below message will appear if the Xfinity Sales Representative selects NOW buy flow, but there is already an active account with the customer:



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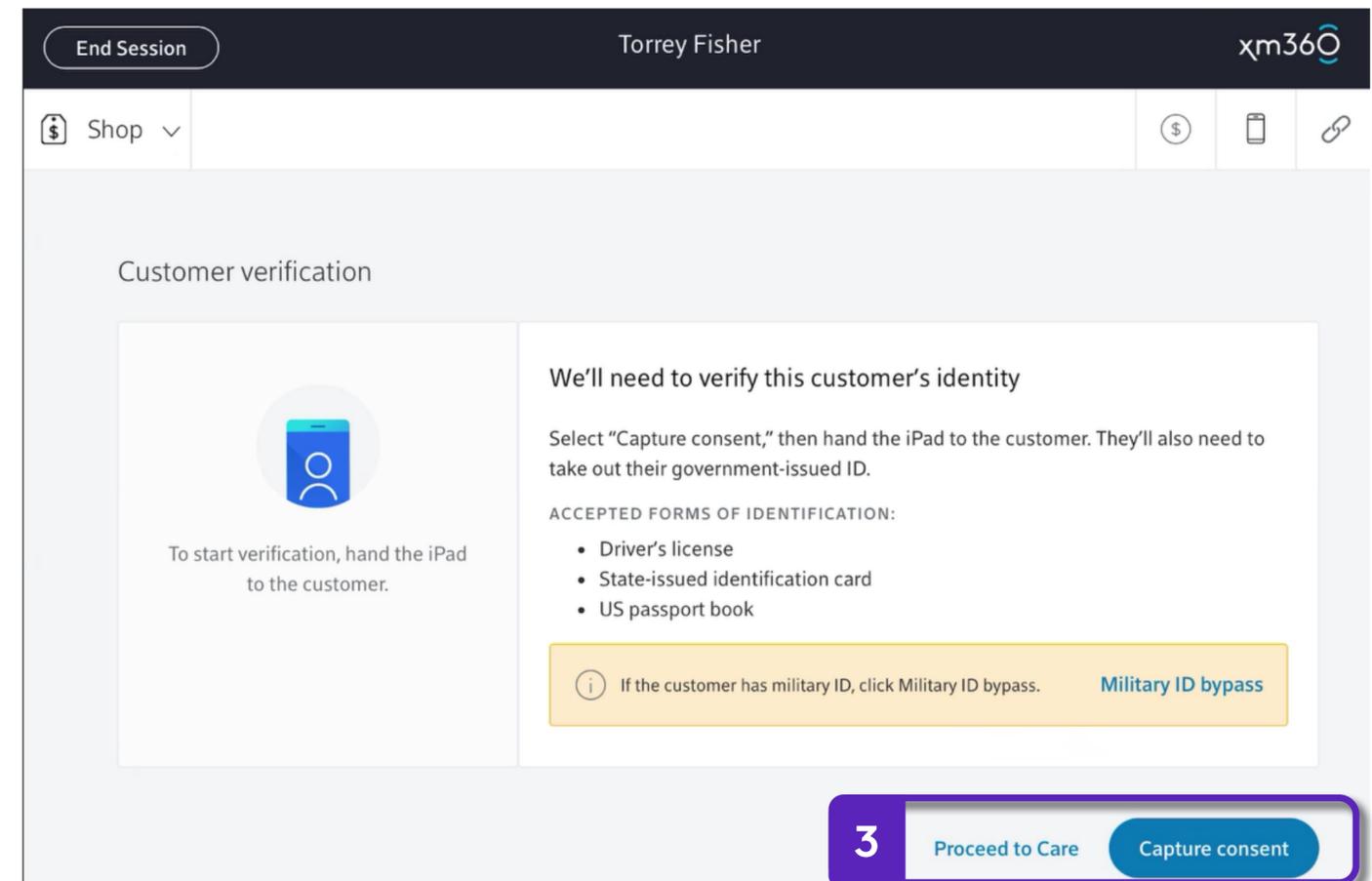
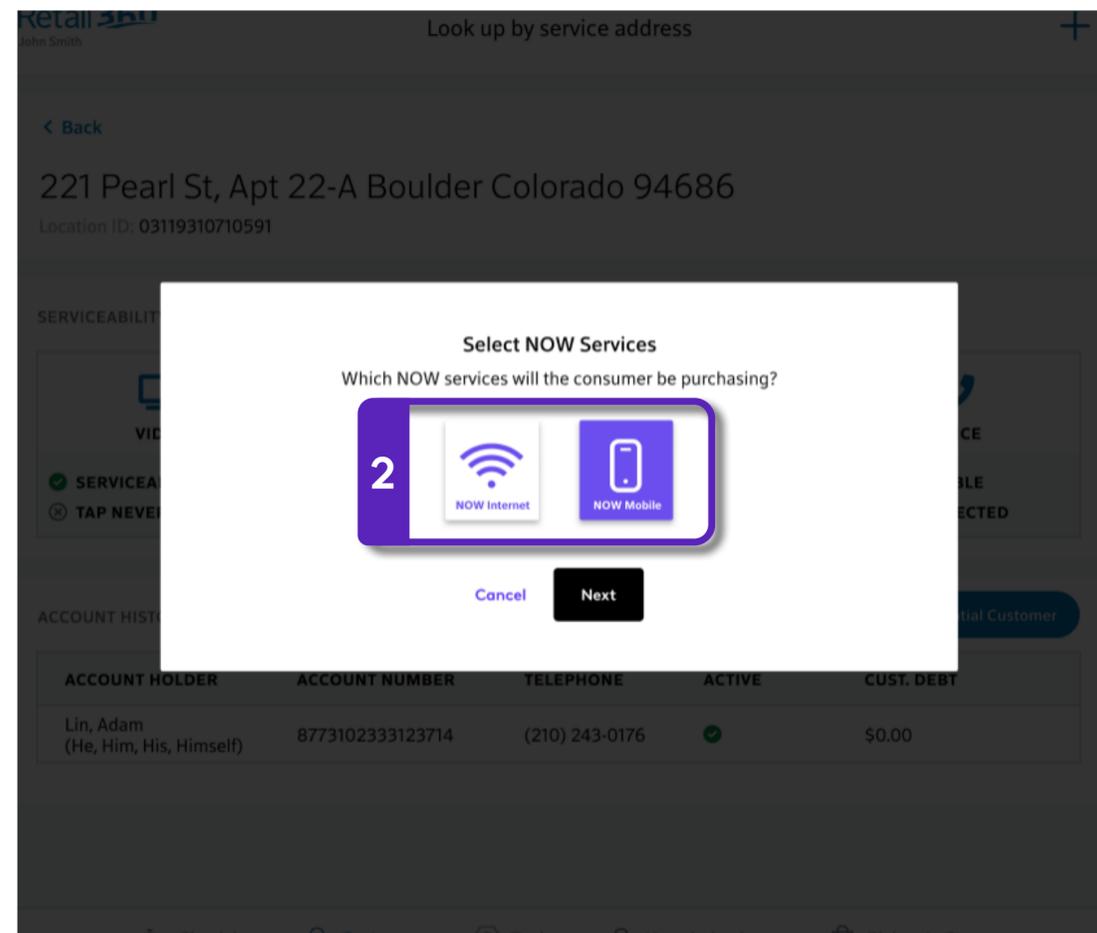


New NOW Customer

New NOW Customer – R360 Flow

Once 'New NOW Customer' is chosen, Xfinity Sales Representatives will see options of NOW products for the customer to choose from if interested.

If both NOW Internet & NOW Mobile are selected – learn page will default to land on NOW Internet. BAU process will begin with customer verification, with more details available in the provided appendix.



NOTE

ID scan is required for transactions with NOW Mobile. NOW Internet only transactions will not require ID scan.

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NOW Mobile

NOW Mobile

If NOW Mobile is chosen by the customer, Xfinity Sales Representatives will land on NOW Mobile page with options to select Mobile or Tablet options. Retail Xfinity Sales Representatives will scan IMEI of selected device in store to proceed device customization.

PREPAID MOBILE
All the essentials. Just \$25/mo per line.

Up to five lines. Taxes and fees included. No annual contracts. No credit checks. Exclusively for Xfinity or NOW Internet customers.

- Unlimited talk, text, and data
- Nationwide 5G
- Access to over 20 million Xfinity WiFi hotspots
- Flexibility to pause and resume your service

TABLET OPTION
Simply add and connect

- Only \$25/mo for each tablet line
- Unlimited data
- Access to 20+ million Xfinity WiFi hotspots
- Exclusively for Xfinity or NOW Internet customers

1 **Unlimited \$25/mo per line**

Shop new phones

Bring my own phone

Pricing & other info

Tablet Unlimited \$25/mo per line

Shop new tablets

Bring my own tablet

Pricing & other info

Mobile View

Tablet View

RETAIL ONLY

Shop new devices

Bring my own phone

Check now

View devices

Pricing & other info

If a customer chooses to bring their own device instead, Xfinity Sales Representatives selects 'Bring my Own Phone.' Xfinity Sales Representatives then must check compatibility and if the device is not compatible, an error message will display.

BYO: ALL CHANNELS

Let's find your phone's IMEI number

To bring your phone we need its IMEI number, a unique ID used to determine network compatibility. We'll tell you exactly how to find it.

To find your 15-digit IMEI: Dial ***#06#**, or [go to your device settings](#).

15-digit IMEI

Check compatibility

Sorry, your phone isn't compatible.

You won't be able to bring this phone to NOW Mobile. You can try another device or shop for a new one.

Return to mobile



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NOW Mobile

NOW Mobile

For BYO, device customization is completed once the compatibility check is completed.

Apple iPhone 12 Pro
IMEI: 63 100789 347129 3

Great news, your phone is compatible

You'll receive a SIM card from us in a few days. Once you have it, you can activate online from the Xfinity mobile app, over the phone, or with a specialist in an Xfinity store.

Scan or enter SIM ICCID number (Not required)

ICCID number

Who is this phone for? ⓘ

Select phone number ⓘ

Keep my number | I want a new number

My current number is: | My current carrier is: Select

Mobile add ons

Mex/Can Unlimited Pass \$5.00/mo ✓

Personal Hotspot \$5.00/mo

[Learn more about add ons](#)

Estimated cost for this device

BYOD payment	\$0.00
Unlimited	25.00/mo
Mex/Can Unlimited Pass	\$5.00/mo
Total	\$30.00 <small>excludes taxes</small>

Does not include \$10 one-time Line Setup Fee paid on the first bill. Promotional pricing will appear on your monthly statement as device credits.

[Add to cart](#)

Once device has been found compatible, Xfinity Sales Representatives is presented with the cart summary with options to 'Checkout' or 'Keep Shopping' (to add additional lines). After adding product to cart, BAU process is in order for account set-up and review.

Cart summary

NOW Internet

Internet 200 Mbps \$45.00/mo
[Remove](#)

NOW Mobile

Unlimited, line 1 \$25.00/mo

Taxes, fees, & other charges included

Universal connectivity charges	\$0.49
Regulatory recovery fee	\$0.36
State & local sale taxes	\$1.66
911 fee(s)	\$1.65

Chris's iPhone XS, 256GB, Grey

Pay in full today \$400.00

Sales tax	\$0.49
Line setup fee	\$25.00

[Remove](#)

Mex/Can Unlimited Pass \$5.00/mo
[Remove](#)

Personal Hotspot \$5.00/mo
[Remove](#)

Subtotal \$455.00

[Keep shopping](#)

[Checkout](#)



How-to Guide

NOW Mobile

NOW Mobile

For Non-Retail, if 'View Devices' is selected, Xfinity Sales Representatives will be brought to a phone catalog to select customer device. Once device selections are completed, Xfinity Sales Representatives can continue in process. Below is for the pay-in-full option. For the BYO option, refer to the previous slides.

Non-Retail View

The screenshot shows the NOW Mobile website interface. At the top, there are navigation links for 'Internet', 'Mobile', 'TV', and 'Xfinity', along with a shopping cart icon and 'Sign in'. Below this is a 'Back' button and a 'Filter by manufacturer' section with buttons for 'Apple', 'Google', 'LG', 'Motorola', and 'Samsung'. A 'Sort by' dropdown menu is set to 'Featured'. The main content area displays a grid of iPhone XS devices. Each device card includes a 'PROMO' banner, an image of the phone, a star rating, the manufacturer 'Apple', the model 'iPhone XS', '5G device' status, and the 'Pay in full' price. The second device in the top row is highlighted with a teal box and a large number '2', showing a price of \$400.00.

The screenshot shows the product detail page for the iPhone XS. On the left, there is a large image of the phone with navigation arrows. Below it are smaller images of the phone in different colors. On the right, the product name 'iPhone XS' is displayed, followed by the color 'Color: Grey' and a color selection interface. Below that, the 'Storage' section shows two options: '256GB' for '\$400.00' and 'Label' for '\$500.00'. The 'Availability' section shows a green checkmark and 'In stock'. At the bottom, a teal box highlights the 'Pay in full today' section, which displays '\$400.00' and the text 'Device financing not available.' Below this is a 'Continue' button. A large number '3' is placed to the left of the payment section.



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NOW Mobile

NOW Mobile

After device selection, Xfinity Sales Representatives then selects 'Add to Cart.'

Once device has been chosen, Xfinity Sales Representatives is presented with the cart summary with options to 'Checkout' or 'Keep Shopping' (to add additional lines). After adding product to cart, BAU process is in order.

NOW Internet Mobile TV Xfinity Sign in

[Back](#)



iPhone XS, Grey 5G

Customize this line

Scan or enter SIM ICCID number (if applicable)

ICCID number

Who is this phone for?

Select phone number

My current number is: My current carrier is:

Mobile add ons

Mex/Can Unlimited Pass \$5.00/mo

Personal Hotspot \$5.00/mo

[Learn more about add ons](#)

Estimated cost for this device

Chris's iPhone XS, 256GB, Grey	\$400.00
Line fee	\$10.00
Unlimited	\$25.00/mo
Mex/Can Unlimited Pass	\$5.00/mo

Total **\$435.00**
excludes device taxes

4

Cart summary

NOW Internet

Internet 200 Mbps \$45.00/mo

[Remove](#)

NOW Mobile

Unlimited, line 1 \$25.00/mo

Taxes, fees, & other charges included

Universal connectivity charges	\$0.49
Regulatory recovery fee	\$0.36
State & local sale taxes	\$1.66
911 fee(s)	\$1.65

Chris's iPhone XS, 256GB, Grey

Pay in full today \$400.00

Sales tax	\$0.49
Line setup fee	\$25.00

[Remove](#)

Mex/Can Unlimited Pass \$5.00/mo

[Remove](#)

Personal Hotspot \$5.00/mo

[Remove](#)

5

Subtotal **\$455.00**



How-to Guide

NOW Mobile

NOW Mobile – Adding An Additional Service for Existing Customers

Step 1: Xfinity Sales Representatives select 'Shop Mobile' in R360 to add NOW Mobile. This will launch XM360.

R360 View

TAIL360
Adam Lin
PRIMARY

Overview Billing and Payments **Services and Devices** Notes Account

Current services

CORE SERVICES

Performance Pro Internet XFI ELIGIBLE Up to 100Mbps downloads

Usage

Internet Voice TV Home

NOW INTERNET 100

NUMBER OF ONLINE DEVICES
42 connected devices

366.00 GB
366.00 / UNLIMITED GB USED
22 days left in month

DEVICES QTY.

Computers	4
Phones	3
Others	35

Devices

Internet Voice TV

XLE
Model #: WNXL11BWL
Serial #: 00000000000000

Manage Equipment

Manage equipment
Manage core services
Disconnect core services
Shop mobile
ACP Enrollment
Upgrade NOW Internet
Reactivate NOW Service

Step 1: In E360, Representatives select 'MOBILE' to add NOW Mobile. This will launch XM360.

E360 View

Customer Lookup CTI ON Hello, Maddy

Adam Lin
He/Him/His
PRIMARY GOLD
221 Pearl St, Apt 22-A Boulder Colorado 94686
Primary: Adam Lin | He/Him/His | 849905163003630
Northeast - Freedom | 11:21 AM
Default account NOW Mobile NOW Internet
Callback: 215-555-1234

INTERNET VOICE TV HOME **MOBILE** BILL END

Overview Account Billing & Payment Troubleshooting Services Activity

ACTIONS (0)
This account is all caught up

RECOMMENDATIONS (3)

- Xfinity TV
- Xfi Complete
- Xfinity Flex

NEW NOTE Show all notes
Select a note type (required)
Start typing note...

Activity Account history Billing

OPEN TICKETS
No open tickets at this time.

OPEN WORK ORDERS
No open tickets at this time.

LAST 30 DAYS
14 calls 2 tickets 2 tech visits

Activity

Account history

Billing

NOW INTERNET
\$30.00
Includes taxes & fees

Payment due	Dec 19, 2023	\$30.00
Last payment	Nov 22, 2023	\$30.00
Service through	Dec 22, 2023	

Plan Manage Plan

- NOW INTERNET Plan Name, Sp
- NOW MOBILE** 5 Lines

Start new order
Share NOW portal link
Upgrade NOW internet
Reactivate NOW service

NO LEAD Moving soon?
Add a Lead Profile
Channels | Service center | Comp. edge

Account Users & preferences

ACCOUNT PHONE NUMBER
(215) 777-2244 Primary

PRIMARY USER
Adam Lin
adamlin004@gmail.com
(215) 312-1234 Mobile

SECONDARY USERS
Sara Pearl

Invite a user

TV All 3 devices loaded

DEVICE	OUTLET	SERIAL NUMBER	MAC ADDRESS	LAST RELOAD
PC PX0199AAA Family Room 2	A	MA1180EUR098	00:1F:TU:R7:CU:B7	10:54 a.m. ET
PC PD829288BU Office	B	S52323EUR066	34:1A:DD:F1:C1:F5	10:54 a.m. ET
PC OPXD02ANI Bedroom	C	MA11232PC166	A3:1A:CD:F4:C1:51	10:54 a.m. ET

Node: NA Rate Center: DTDC-60

Usage Detailed usage

BLAST! PRO INTERNET Last reload 3/17 5:34 p.m. ET

Toolkits Favorites Useful Links Knowledge Base EINSTEIN360



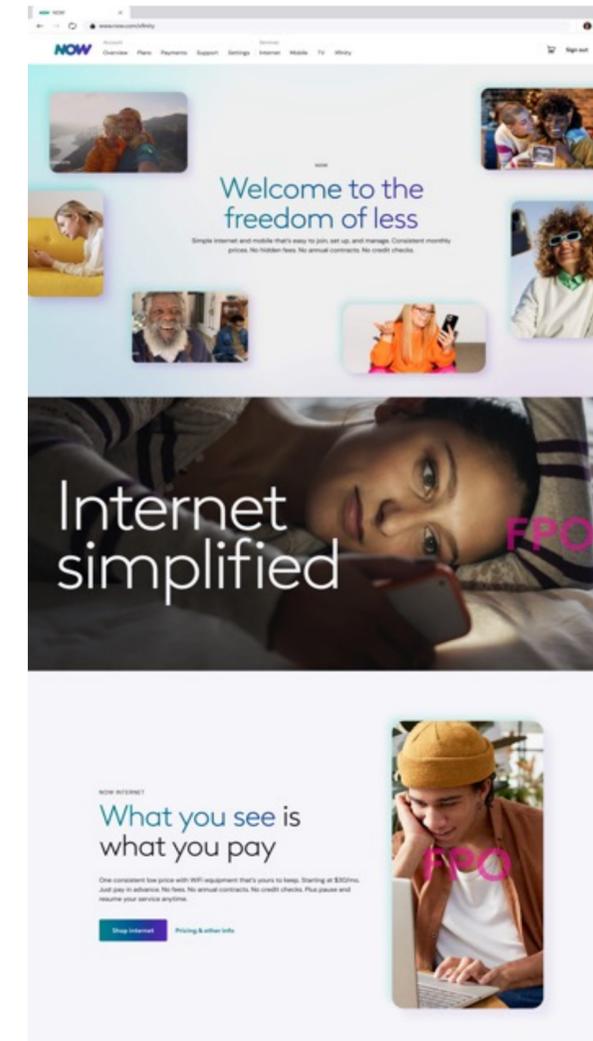
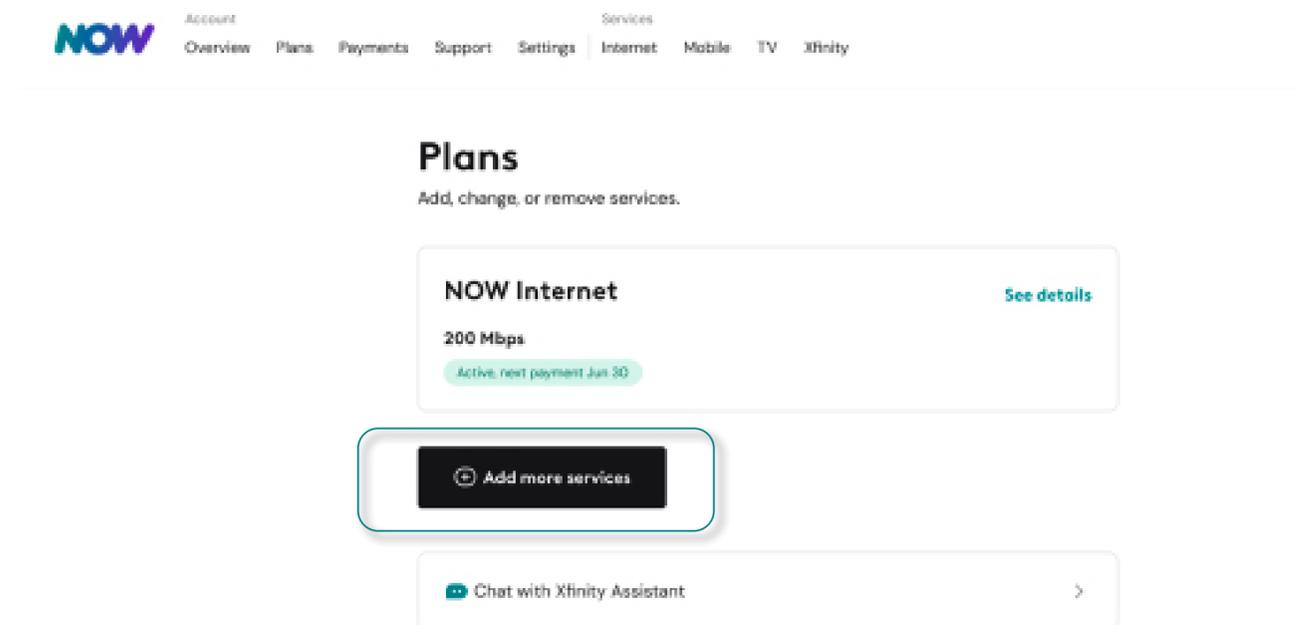
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Adding An Additional Service

NOW Mobile

NOW Mobile – Adding An Additional Service for Existing Customers

Step 2: After redirected to XM360, Xfinity Sales Representatives will be dropped into the NOW buy flow and will select 'Add more services' to add additional NOW product. Once selected, the learn page will appear.



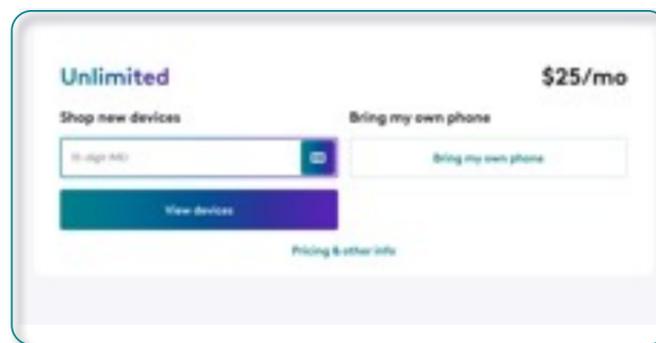
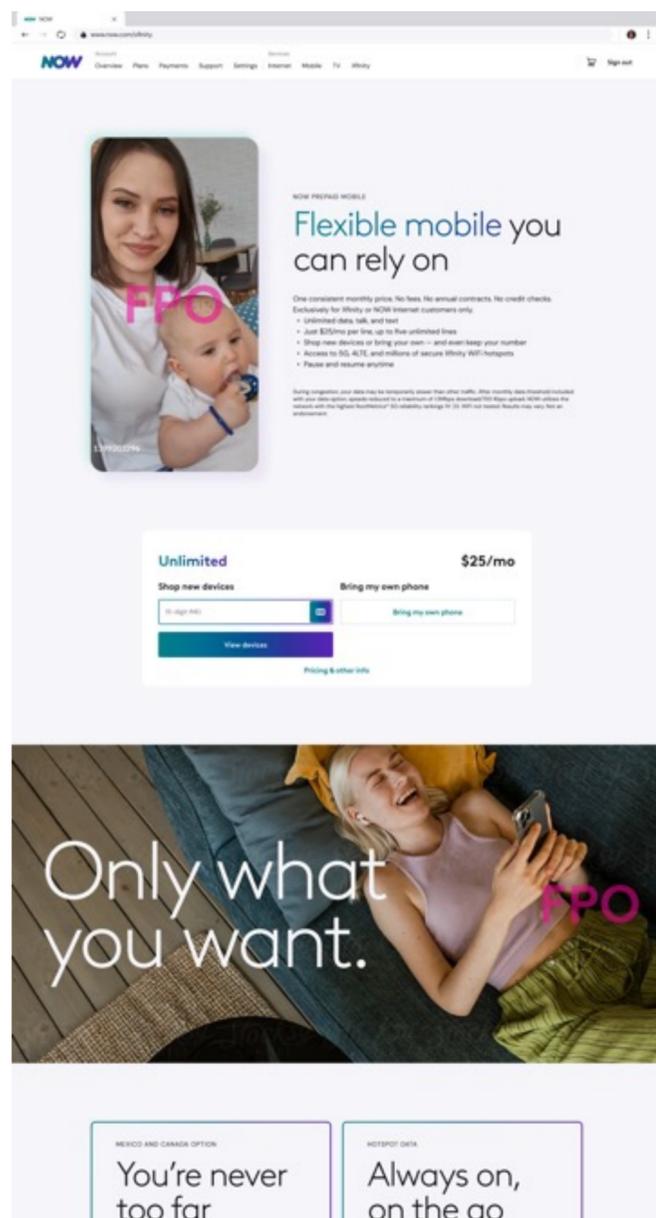


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NOW Mobile

NOW Mobile – Adding An Additional Service for Existing Customers

Step 3: Xfinity Sales Representatives will select 'Plans' and add Now Mobile. Xfinity Sales Representatives adds/customizes device BAU: BYO or PIF and selects 'Checkout.' Xfinity Sales Representatives are then directed to the BAU account set-up and review process.



Cart summary

NOW Internet	
Internet 200 Mbps	\$45.00/mo
Remove	
NOW Mobile	
Unlimited, line 1	\$25.00/mo
Taxes, fees, & other charges included	
Universal connectivity charges	\$0.49
Regulatory recovery fee	\$0.36
State & local sale taxes	\$1.66
911 fee(s)	\$1.65
Chris's iPhone XS, 256GB, Grey	
Pay in full today	\$400.00
Sales tax	\$0.49
Line setup fee	\$25.00
Remove	
Mex/Can Unlimited Pass	\$5.00/mo
Remove	
Personal Hotspot	\$5.00/mo
Remove	
Subtotal	\$455.00



How-to Guide

NOW Mobile

NOW Mobile – Upgrade NOW Mobile Device

Step 1: To upgrade NOW Mobile, Xfinity Sales Representatives pulls up existing NOW Mobile account in XM360 and selects line to upgrade device on. In XM360, Xfinity Sales Representatives selects 'Replace Device.'

The screenshot shows the XM360 interface for Riley Mendoza. The 'Devices' tab is selected, and a list of active devices is displayed. The first device, Riley, is highlighted with a red box. The details for Riley are: (215) 123-4567, Apple iPhone 13, 256 GB, Midnight, IMEI: 883399227364738, and SIM ICCID: 8914800002784074512. Below the list are buttons for 'View network overview' and 'Add a line'.



The screenshot shows the XM360 interface for Riley Mendoza, displaying the details for the selected device. The 'Devices' tab is selected, and the device details are shown in a table format. The device is an Apple iPhone 13 (256 GB, Midnight) with a purchase date of 'Retail'. The device is locked. The IMEI is 883399227364738 and the SIM ICCID is 8914800002784074512. Below the table are several action buttons: 'View activity', 'Voicemail management', 'Manage carrier features', 'Device unlock', 'Device diagnostics', 'Replace device', and 'Return or exchange'.

Nickname	MDN
Riley	(215) 123-4567 Active

Device	Purchase Date
Apple iPhone 13 (256 GB, Midnight)	Retail

IMEI	SIM ICCID
883399227364738	8914800002784074512

- View activity: A log of all device changes
- Voicemail management: Reset voicemail and/or PIN
- Manage carrier features: Call, text, and roaming settings
- Device unlock: Send unlock request to customer
- Device diagnostics: Troubleshoot device issues
- Replace device: New device on existing line
- Return or exchange: Devices and accessories

The callout box highlights the 'Replace device' option, which is described as 'New device on existing line'. The 'Manage carrier features' option is also visible above it, described as 'Call, text, and roaming settings'.



How-to Guide

NOW Mobile

NOW Mobile – Upgrade NOW Mobile Device

Step 2: Xfinity Sales Representatives is advised they will be entering the NOW buy flow from XM360 to upgrade the customer's device. Xfinity Sales Representatives is presented with NOW Mobile overview page and selects line to be upgraded.

Upgrading NOW Mobile Device





How-to Guide

NOW Mobile

NOW Mobile – Upgrade NOW Mobile Device

Step 3: Xfinity Sales Representatives selects 'Device,' then 'Upgrade Now' to enter device buy flow. Once clicked, Xfinity Sales Representatives is dropped into learn page with the option to select: Shop new phones OR Bring my own phone (BYO). Device check and selection process will be the same as the NOW buy flow including consent and checkout.

The screenshot shows the account management page for 'Erin's Phone'. At the top, there are tabs for 'Drew's Phone', 'Chris's Phone', and 'Erin's Phone'. The main heading is 'Erin's Phone' with an 'Edit name' link. Below this, it shows '1 line, Unlimited' for '\$25/mo' and a status 'Eligible for device upgrade'. A payment summary box indicates the last payment was processed on May 30 and service is active until Jun 30. There are options to 'Update payment method' and 'Turn off autopay'. The 'DEVICES' section is highlighted with a red box and contains one entry: 'Apple iPhone 13 (316) 665-0199'. Below this are sections for 'DATA USAGE' (12.41 GB of 20 GB, 12 days left), 'ADD-ONS' (Mex/Can Unlimited Pass, Personal Hotspot), and 'MORE OPTIONS' (Pause a line for military deployment).



This screenshot shows the 'Want to upgrade your device?' page. At the top, it features an image of an 'Apple iPhone 13' (Midnight, 64 GB) with the phone number (316) 665-0199. Below the image is a section titled 'Want to upgrade your device?' with a subtext 'Shop devices that match your style, or bring your own.' and a prominent 'Upgrade now' button highlighted with a red box. Underneath, there are sections for 'DEVICE DETAILS' (showing IMEI: ## #### ##) and 'MANAGE DEVICE' with options for 'SIM swap', 'Return a device', and 'Exchange a device'.



The screenshot shows a 'Flexible mobile you can rely on' learn page. It features a header with a woman holding a baby and the text 'Flexible mobile you can rely on'. Below this is a comparison table between 'Unlimited' and 'Unlimited Flex' plans. The 'Unlimited' plan is \$25/mo, while 'Unlimited Flex' is \$35/mo. The 'Unlimited Flex' plan includes features like '100+ streaming services', '100+ apps', and '100+ games'. Below the table is a section titled 'Only what you want.' with a woman using a phone. At the bottom, there are two call-to-action boxes: 'You're never too far' and 'Always on, on the go'. A final section at the bottom says 'Connect a tablet for \$20/mo.' with a 'Shop tablets or bring your own' link.

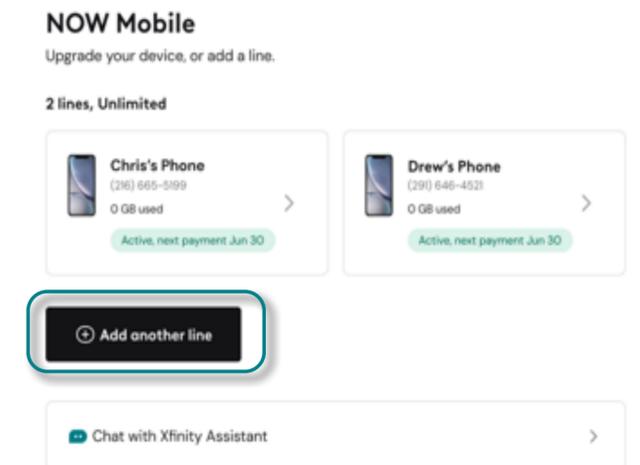
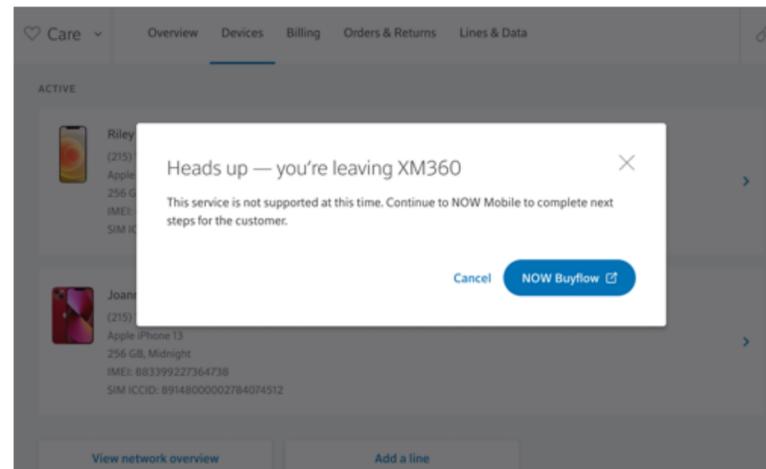
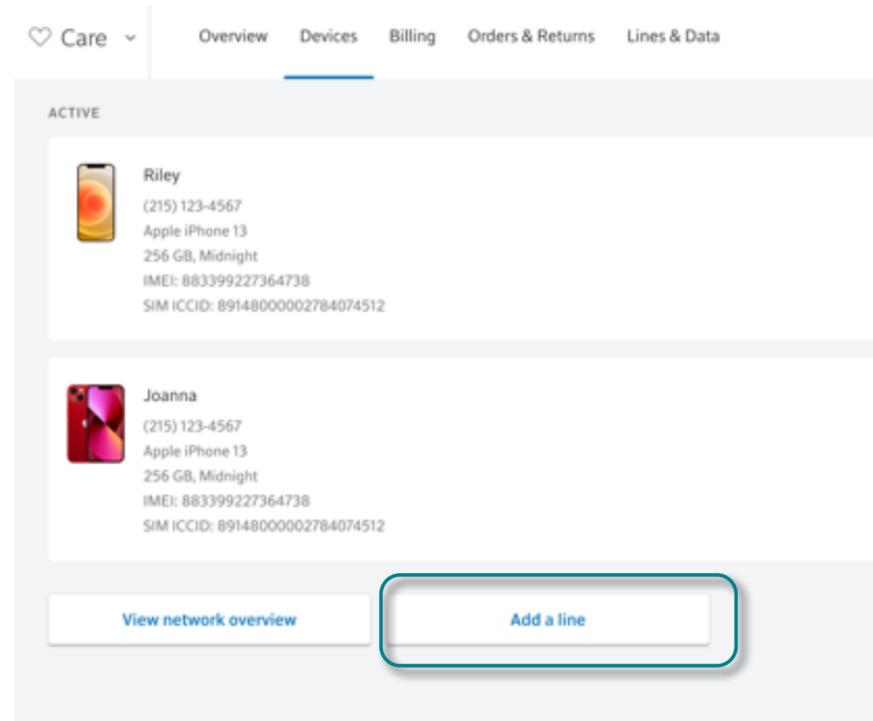


How-to Guide

NOW Mobile

NOW Mobile – Add A Line

Step 1: In XM360, Xfinity Sales Representatives selects 'Add a Line.' Xfinity Sales Representatives is advised they will be entering the NOW buy flow. Once in the buy flow, Xfinity Sales Representatives selects 'Add Another Line.'





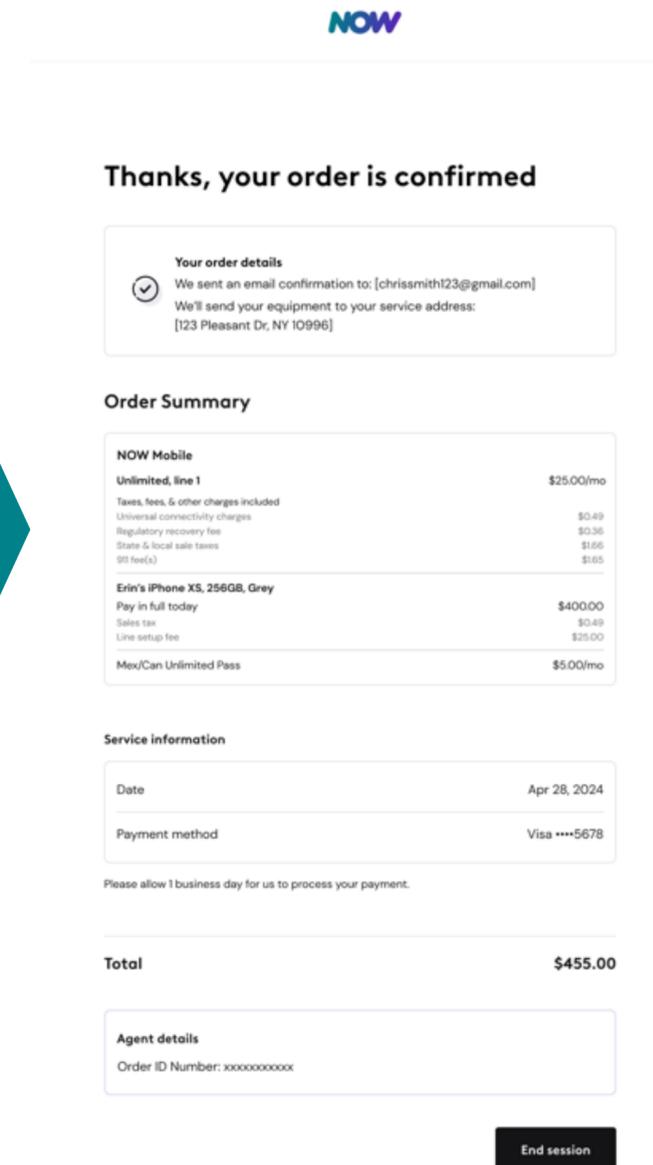
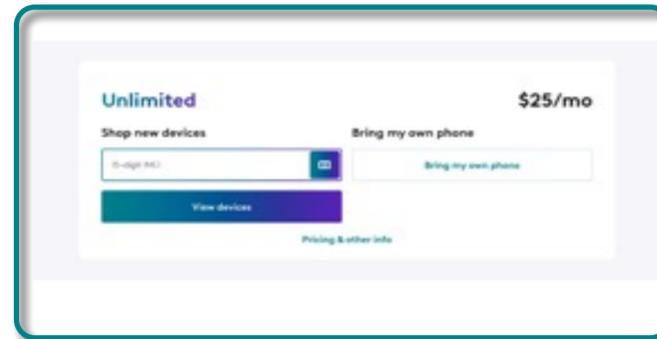
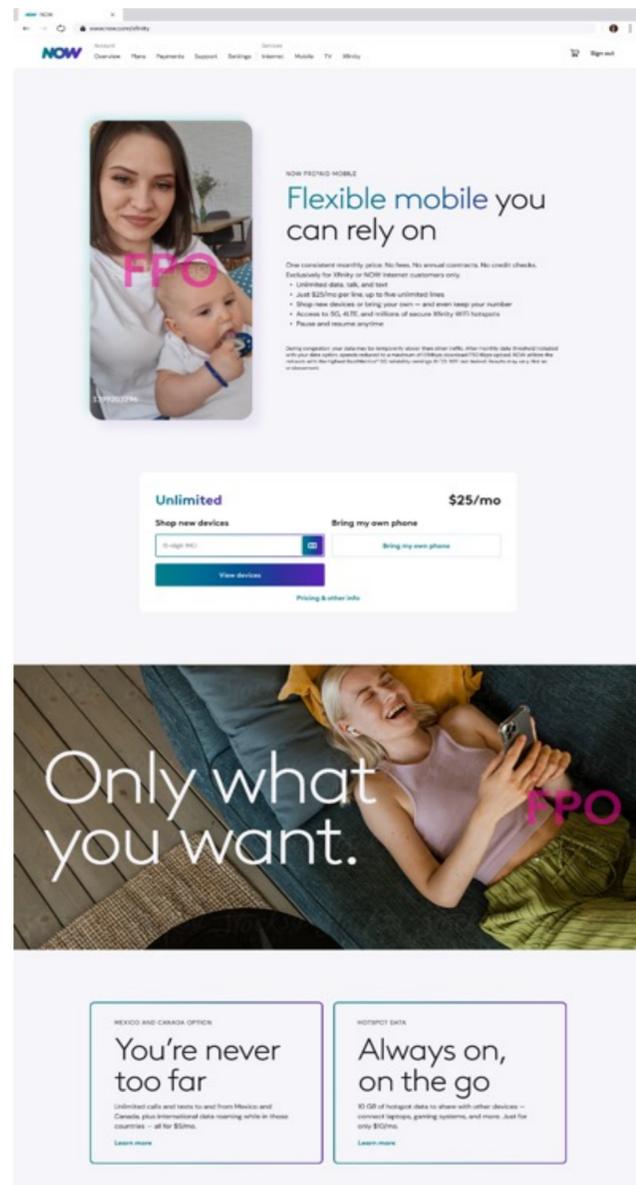
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Adding A Line

NOW Mobile

NOW Mobile – Add A Line

Xfinity Sales Representatives is dropped into learn page with the option to select: 'Shop new phones' OR 'Bring my own phone.' Xfinity Sales Representatives completes device selection and customization process—same as the New NOW Mobile flow. Xfinity Sales Representatives sends consent and customer completes account set up and review. Order is complete to add additional line.





How-to Guide

NOW Mobile

NOW Mobile – Mobile Add On

Step 1: In XM360, Xfinity Sales Representatives selects line to add 'Mobile Add On.'

End Session Riley Mendoza NOW MOBILE xm360

Care Overview Devices Billing Orders & Returns Lines & Data

UNLIMITED DATA

Line Name	Phone Number	Status	Device	Data Usage
Unlimited Intro	Riley (215) 669-9841	Active	Apple iPhone 13 256 GB, Midnight	2.81 GB so far
	Joanna (215) 123-4567	Active	Apple iPhone 13 128 GB, Red	1.40 GB so far
	Steve (215) 123-4564	Active	Apple iPhone 13 128 GB, Midnight	1.68 GB so far

AVAILABLE ACTIONS

Deactivate lines

Mobile Add On

Step 2: Xfinity Sales Representatives can select the following options:

1: Manage carrier features—to add hotspot

2: Manage international services—to add Mexico and Canada call pass.

End Session Riley Mendoza NOW MOBILE xm360

Care Overview Devices Billing Orders & Returns Lines & Data

Lines & Data / Riley

Riley (215)-443-4851

Category	Value	Action
Data Usage This Cycle	2.81 GB	Temporarily suspend line
Data Option	Unlimited Intro 1 Unlimited line, \$25/mo	Device details

OTHER SERVICES

Manage carrier features
Call, text, and roaming settings

Manage international services
Call and data settings

Within the US Data usage

AVERAGE USAGE
2.32 GB per cycle

TOTAL USAGE

Period	Usage (GB)
Sep 3 - Oct 2	1.30 GB
Aug 3 - Sep 2	1.21 GB
Jul 3 - Aug 2	3.12 GB
Jun 3 - Jul 2	1.10 GB
May 3 - Jun 2	4.34 GB
Apr 3 - May 2	2.82 GB

Usage older than six months can be viewed in Billing & Payments.



How-to Guide

Mobile Add On

NOW Mobile

NOW Mobile – Mobile Add On

Step 3: Xfinity Sales Representatives is then advised they will be redirected to the NOW buy flow to complete the consent and checkout process for the customer.

The screenshot shows the Xfinity account management interface for Riley (215)-443-4851. A modal dialog box is displayed in the center with the following text:

Heads up — you're leaving XM360

This service is not supported at this time. Continue to NOW Mobile to complete next steps for the customer.

Buttons: Cancel, NOW Buyflow

Background content includes:

- Navigation: Care, Overview, Devices, Billing, Orders & Returns, Lines & Data
- Line Status: Active, with a link to "Temporarily suspend line"
- Data Usage This Cycle: 2.81 GB
- Line Status: Active
- Data Option: Unlimited Intro
- Device On This Line: [Device Name]
- OTHER SERVICES: Manage [Device Name]
- Usage Summary: Within the US, Data usage
- AVERAGE USAGE: 2.32 GB per cycle
- TOTAL USAGE table:

Period	Usage (GB)
Sep 3 - Oct 2	1.30 GB
Aug 3 - Sep 2	1.21 GB
Jul 3 - Aug 2	3.12 GB
Jun 3 - Jul 2	1.10 GB
May 3 - Jun 2	4.34 GB
Apr 3 - May 2	2.82 GB



The screenshot shows the NOW Mobile order confirmation page with the following sections:

Thanks, your order is confirmed

Your order details

- We sent an email confirmation to: [chrissmith123@gmail.com]
- We'll send your equipment to your service address: [123 Pleasant Dr, NY 10996]

Order Summary

NOW Mobile	
Unlimited, line 1	\$25.00/mo
Taxes, fees, & other charges included	
Universal connectivity charges	\$0.49
Regulatory recovery fee	\$0.36
State & local sale taxes	\$1.66
911 fees(s)	\$1.65
Sales tax	\$0.49
Mex/Can Unlimited Pass	\$5.00/mo

Service information

Date	Apr 28, 2024
Payment method	Visa ****5678

Please allow 1 business day for us to process your payment.

Total **\$5.00**

Agent details

Order ID Number: xxxxxxxxxxxx

End session



How-to Guide

NOW Mobile

NOW Mobile – Exchange Device for Existing Customers

Step 1: To exchange device, Xfinity Sales Representatives launch XM360 and authenticates the customer BAU and selects the customer device.

The screenshot shows the XM360 interface for Riley Mendoza. The 'Devices' tab is active, displaying a list of active devices. Riley's device is highlighted with a blue border. Below the list are buttons for 'View network overview' and 'Add a line'.

ACTIVE
Riley (215) 123-4567 Apple iPhone 13 256 GB, Midnight IMEI: 883399227364738 SIM ICCID: 8914800002784074512
Joanna (215) 123-4567 Apple iPhone 13 256 GB, Midnight IMEI: 883399227364738 SIM ICCID: 8914800002784074512

Step 2: Representatives select 'Return or exchange' from the available options. Customers must be in the 14 day return/exchange window and customers will be responsible for the \$35 restocking fee.

The screenshot shows the XM360 interface for Riley Mendoza, displaying detailed information for the selected device. The 'Return or exchange' option is highlighted in a blue box.

Riley Mendoza	
Nickname	MDN
Riley	(215) 123-4567 Active Deactivate device
Device	Purchase Date
Apple iPhone 13 eSIM 256 GB, Midnight	----- Retail
	Device Lock
	Locked
IMEI	SIM ICCID
883399227364738	8914800002784074512 Manage SIM

View activity: A log of all device changes

Voicemail management: Reset voicemail and/or PIN

Manage carrier features: Call, text, and roaming settings

Device unlock: Send unlock request to customer

Device diagnostics: Troubleshoot device issues

Replace device: New device on existing line

Return or exchange: Devices and accessories

A diagram showing a vertical list of options. The 'Return or exchange' option is highlighted with a blue border. The options are:

- Device unlock: Send unlock request to customer
- Return or exchange**: Devices and accessories

Exchanging Device



How-to Guide

NOW Mobile

NOW Mobile – Exchange Device for Existing Customers

Step 3: After 'Return or exchange' is selected, Representatives are reminded of the restocking fee and click Continue.

For Retail Xfinity Sales Representatives, complete device inspection and select Next when device inspection passes.

Step 4: Representatives are then redirected to the NOW buy flow.

RETAIL ONLY

End Session Riley Mendoza NOW MOBILE xm360

Care Overview Devices Billing Orders & Returns Lines & Data

Devices / Riley / Returns or Exchanges

Reason Verify account Inspection New device Review and submit Confirmation

Original Device

Inform the customer that prepaid devices are subject to a \$35 restocking fee for returns or exchanges.

Riley (215) 123-4567 Apple iPhone X SKU: 01234567890 IMEI: 013640022255226

Warranty Exp Date: 12/21/2024

Warranty Coverage: Yes

Return Type: Exchange

Return Reason: Exchange - Size of Device

Continue

End Session Riley Mendoza NOW MOBILE xm360

Care Overview Devices Billing Orders & Returns Lines & Data

Devices / Riley / Returns or Exchanges

Reason Inspection Review summary Confirmation

In order to be eligible for a refund, Find My iPhone must be disabled before you return the device. Settings > [Name Card] > iCloud > Find My iPhone

Original Device

Riley (215) 123-4567 Apple iPhone 13 256 GB, Midnight IMEI: 013640022255226

Find my iPhone: Disabled Refresh status

Was the device packaging opened?

Unopened Opened

Is the device fully functional? - buttons intact, powering up, full display: Yes

Is the device rooted or jailbroken?: Yes

Has the liquid contact indicator been tripped or is it missing?: Yes

Is there any physical damage to the back, charging port or buttons?: Yes

Is there any visible damage, scratches, or cracks?: No

Device Grade A: This device passed device condition eligibility.

Cancel Next

End Session Riley Mendoza NOW MOBILE xm360

Care Overview Devices Billing Orders & Returns Lines & Data

Devices / Riley / Returns or Exchanges

Reason Inspection Review summary Confirmation

In order to be eligible for a refund, Find My iPhone must be disabled before you return the device. Settings > [Name Card] > iCloud > Find My iPhone

Original Device

Riley (215) 123-4567 Apple iPhone 13 256 GB, Midnight IMEI: 013640022255226

Find my iPhone: Disabled Refresh status

Was the device packaging opened?

Unopened Opened

Is the device fully functional? - buttons intact, powering up, full display: Yes

Is the device rooted or jailbroken?: Yes

Has the liquid contact indicator been tripped or is it missing?: Yes

Is there any physical damage to the back, charging port or buttons?: Yes

Is there any visible damage, scratches, or cracks?: No

Device Grade A: This device passed device condition eligibility.

Cancel NOW Buyflow Next

Exchanging Device



How-to Guide

NOW Mobile

NOW Mobile – Adding NOW Mobile for Existing Xfinity Internet Customers

XM360

Shop ▾

A little more information is needed



These details help us provide customers with the best information about device payment plans.

PRIMARY ACCOUNT HOLDER INFORMATION

Date of birth

Social Security number (nine digits)

Today's Purchase All devices are paid in full or BYOD

Will Ryan be porting any numbers?

 If the customer does not wish to run their credit, prepaid plans are also available through NOW Mobile, no credit check required.

XM360: If an existing Xfinity Internet customer wishes to purchase NOW Mobile, Xfinity Sales Representatives can launch the NOW buy flow after authenticating the customer BAU in E/R360 and launching XM360. Xfinity Sales Representatives will be presented with the option to launch the NOW buy flow instead of running the SSN for XM based on the customer's needs.

E360

Internet ✓ Voice ✓ TV ✓ Home Mobile BILL

Xfinity Mobile [Launch XM Sales](#) [Launch NOW Mobile Sales](#)

✓ Eligible

Active lines on this account 0 of 10	Total number of lines available on this account 10
---	---

Available today

10 Qualify for monthly device payments
0 Must be paid in full or BYOD

Total device payment plan limit
\$0 of \$6500

[Launch RADAR Tool](#)

E360: If an existing Xfinity Internet customer wishes to purchase NOW Mobile, Xfinity Sales Representatives can launch the NOW buy flow after authenticating the customer BAU in E360 and selecting 'Launch NOW Mobile Sales' under the Mobile icon.



How-to Guide

NOW Mobile

NOW Mobile – Adding NOW Mobile for Existing Xfinity Internet Customers

R360

The screenshot shows the Xfinity Mobile interface. At the top, there are three icons: a computer monitor, a Wi-Fi signal, and a mobile phone. Below these icons is a dark grey panel with the following content:

- Xfinity Mobile** (with a checkmark and 'Eligible' status)
- Buttons: [Launch XM sales](#), [Launch all Xfinity Sales](#), and [Launch NOW Mobile Sales](#) (highlighted with a red box).
- Account Summary:
 - Active lines on this account: 0 of 3
 - Total number of lines available on this account: 3
- Available today:
 - 0 Qualify for monthly device payments
 - 3 Must be paid in full or BYOD
- Total device payment plan limit: \$0 of \$0



The screenshot shows the 'Account' menu. At the top, the word 'Account' is displayed in a dark bar with a red circle containing the number '1'. Below this, a list of menu items is shown, each with a right-pointing chevron:

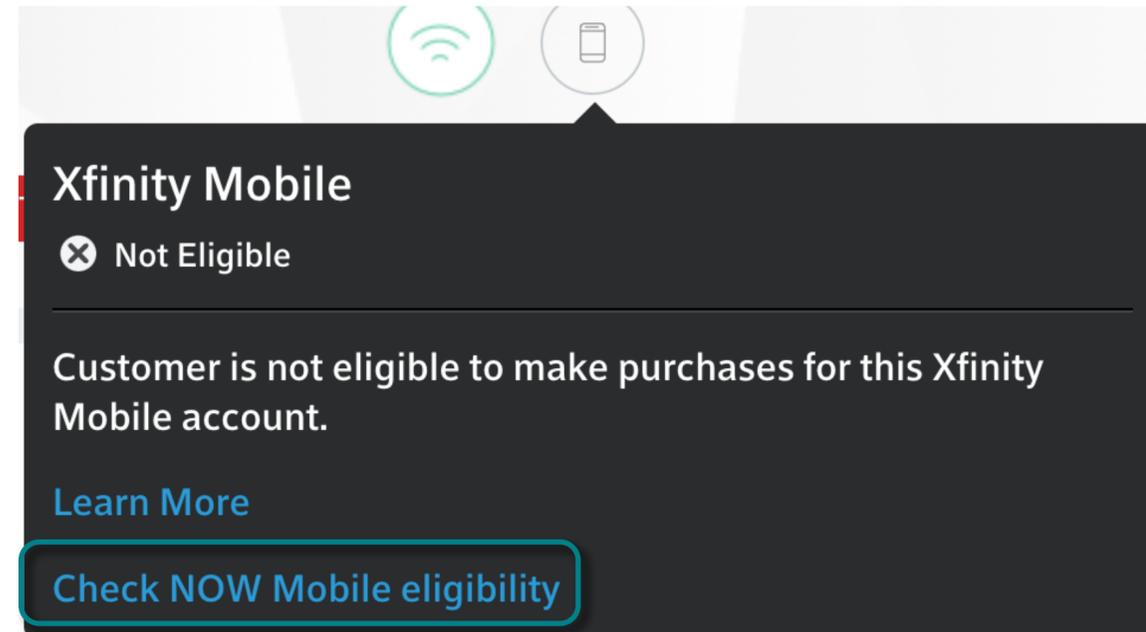
- Manage core services
- Disconnect core services
- Shop mobile
- View customer receipts
- View user policy
- Customer Loyalty Program
- [Shop NOW mobile](#) (highlighted with a red box)

Step 1: If an existing Xfinity Internet customer wishes to purchase NOW Mobile, Xfinity Sales Representatives can launch the NOW buy flow after authenticating the customer BAU in R360 and selecting 'Launch NOW Mobile Sales' under the Mobile icon:

Step 2: Once Xfinity Sales Representatives launch the NOW buy flow, they can navigate to 'Account' and select 'Shop NOW Mobile.'

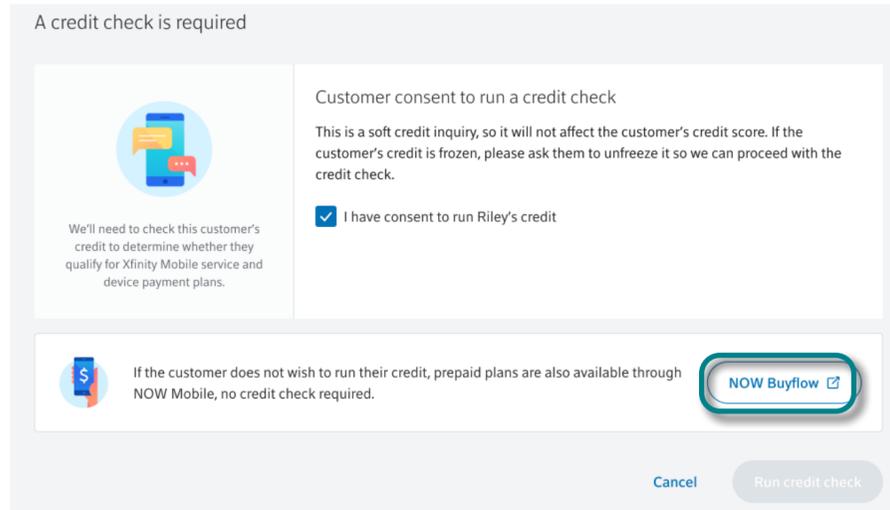
NOW Mobile – Adding NOW Mobile for Existing NOW Internet Customers

R360

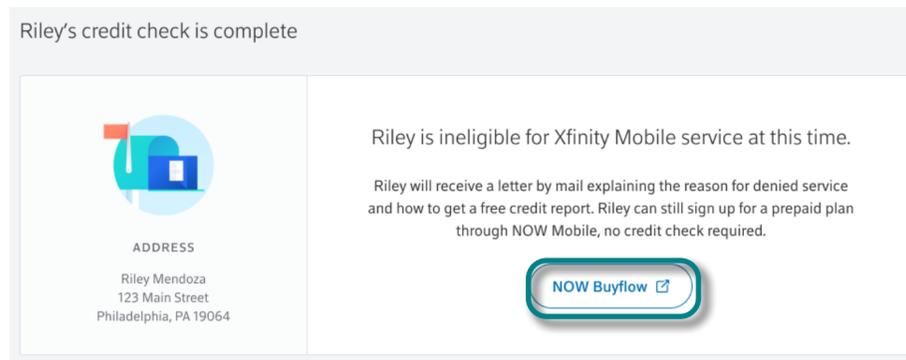


R360: If an existing NOW Internet customer wishes to purchase NOW Mobile, agents can launch the NOW buy flow after authenticating the customer BAU in R360 and selecting 'Check NOW Mobile Eligibility' under the Mobile icon:

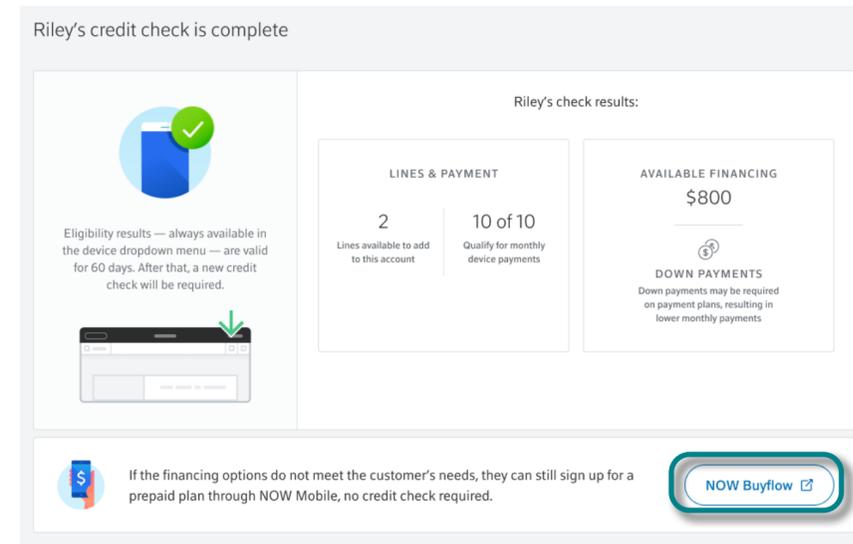
NOW Mobile – Transitioning Xfinity Mobile Prospect to NOW Mobile



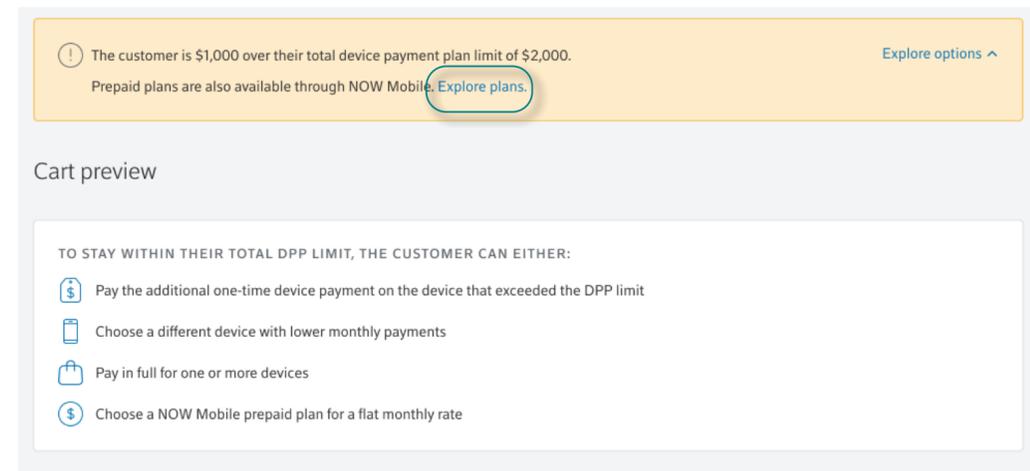
Scenario 1: If a customer decides to not consent to the credit check required for XM, the agent will be presented with a swivel option to NOW Mobile in XM360.



Scenario 2: If a customer decides to not consent to the credit check required for XM, the agent will be presented with a swivel option to NOW Mobile in XM360.



Scenario 3: If after the credit check, the financing offer does not meet the prospects needs, the agent will have an option to swivel to the NOW Mobile buy flow via XM360.



Scenario 4: If an XM prospect gets to the end of the cart flow in XM360 and their cost is above their total device payment plan, the agent will be presented with an option to swivel to the NOW Mobile buy flow and can swivel by selecting 'explore plans.'



How-to Guide

NOW Mobile

NOW Mobile – Downgrade to NOW Mobile

Step 1: Xfinity Sales Representatives launches account in XM360–BAU. Xfinity Sales Representatives then selects ‘View plan details.’

Riley Mendoza
Mobile account 234234234 - Active

Activity Account details Account history

Account Holder	Mobile Account Number
Riley Mendoza	234234234 Active Fourth generation plan
Email Address	Internet Account Number
rileym@comcast.net	1234568987654321
Contact Phone Number	Service Address
215-123-4567	123 Main Street Philadelphia, PA 19103

View plan details



Step 2: Xfinity Sales Representatives selects ‘Switch to NOW Mobile’ as long as the account is in good standing.

Riley Mendoza is on the latest Xfinity Mobile plan

4th Gen	By the Gig Shared data	Unlimited Intro Per line data	Unlimited Plus Per line data	Unlimited Premium Per line data
Pricing Per month	1 GB: \$15 3 GB: \$30 10 GB: \$60 Additional data: \$15/GB	1 Line: \$45 Lines 1-4 (group): \$30 Lines 5-10: \$20	1 Line: \$55 Lines 1-4 (group): \$40 Lines 5-10: \$30	1 Line: \$55 Lines 1-4 (group): \$40 Lines 5-10: \$30
4G LTE	✓	✓	✓	✓
5G Nationwide where available	✓	✓	✓	✓
Xfinity WiFi hotspots	✓	✓	✓	✓
HD streaming	✓	—	✓	✓
Full-speed data	✓	20GB	50GB	50GB
Mobile hotspot	✓	Unlimited 3G	15GB up to 4G/5G	15GB up to 4G/5G
Works internationally	✓	✓	✓	✓
Video resolution (up to 720p)	✓	—	✓	✓
Prioritized network	✓	—	✓	✓

Switch to NOW Mobile

If account is suspended or in collections, ‘Switch to NOW Mobile’ option will not be available.

Riley Mendoza is on the latest Xfinity Mobile plan

4th Gen	By the Gig Shared data	Unlimited Intro Per line data	Unlimited Plus Per line data	Unlimited Premium Per line data
Pricing Per month	1 GB: \$15 3 GB: \$30 10 GB: \$60 Additional data: \$15/GB	1 Line: \$45 Lines 1-4 (group): \$30 Lines 5-10: \$20	1 Line: \$55 Lines 1-4 (group): \$40 Lines 5-10: \$30	1 Line: \$55 Lines 1-4 (group): \$40 Lines 5-10: \$30
4G LTE	✓	✓	✓	✓
5G Nationwide where available	✓	✓	✓	✓
Xfinity WiFi hotspots	✓	✓	✓	✓
HD streaming	✓	—	✓	✓
Full-speed data	✓	20GB	50GB	50GB
Mobile hotspot	✓	Unlimited 3G	15GB up to 4G/5G	15GB up to 4G/5G
Works internationally	✓	✓	✓	✓
Video resolution (up to 720p)	✓	—	✓	✓
Prioritized network	✓	—	✓	✓

Switch to NOW Mobile



How-to Guide

NOW Mobile

NOW Mobile – Downgrade to NOW Mobile

Step 3: Once 'Switch to NOW Mobile' is selected, Xfinity Sales Representatives will be advised of the following before proceeding with the eligibility check:

- A device must be active for 60 days to complete the unlock process and switch to NOW Mobile.
- Xfinity Mobile Protection Plan will not be supported through NOW Mobile and any existing device coverage will be lost.

End Session Riley Mendoza xm360

Care Overview Devices Billing Orders & Returns Lines & Data

Overview / Switch to NOW Mobile

Switch to NOW Mobile

Keep the following in mind before proceeding to the next step:

- A device must be active for 60 days to complete the unlock process and switch to NOW Mobile.
- Xfinity Mobile Protection Plan will not be supported through NOW Mobile and any existing device coverage will be lost.

Let's find out if the customer's account is eligible to switch to NOW Mobile.

ELIGIBILITY IS DETERMINED BASED ON THE FOLLOWING CRITERIA:

- ✓ Customer has no lines pending activation
- ✓ Customer has no pending shipments, trade-ins, or any devices on backorder
- ✓ All devices are paid off and no device payment plans remain
- ✓ Customer has 5 or fewer lines
- ✓ Any paired watch lines are removed; watches are not supported at this time

Continue

- Lines pending activation
- Pending Orders
- Remaining DPP
- Number of lines
- Paired Watches

Account switch eligibility check in progress

This may take up to 5 minutes. Multiple checks are happening in the background to ensure the account is ready for the switch. Please do not navigate away from this page.

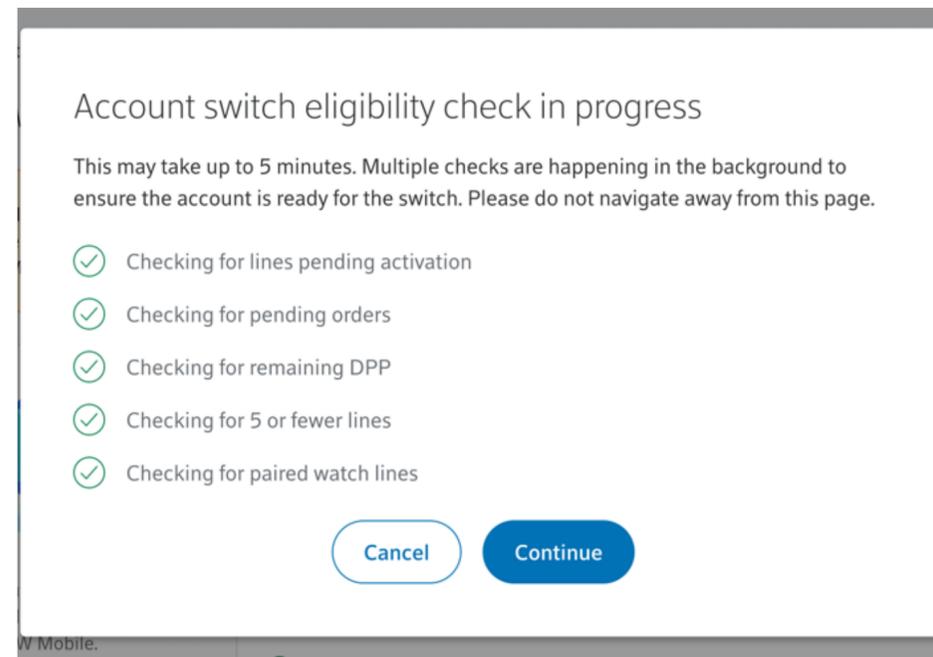
- Checking for lines pending activation
- Checking for pending orders
- Checking for remaining DPP
- Checking for 5 or fewer lines
- Checking for paired watch lines

Cancel Continue

NOW Mobile

NOW Mobile – Downgrade to NOW Mobile

Step 5: If eligibility check is successful, Xfinity Sales Representatives selects 'Continue.'



Account switch eligibility check in progress

This may take up to 5 minutes. Multiple checks are happening in the background to ensure the account is ready for the switch. Please do not navigate away from this page.

- ✓ Checking for lines pending activation
- ✓ Checking for pending orders
- ! Checking for remaining DPP
One or more devices has a remaining balance. Pay off devices
- ✓ Checking for 5 or fewer lines
- ✓ Checking for paired watch lines

Cancel Continue

If not successful, Xfinity Sales Representatives will be shown which check points need addressed.

Account switch eligibility check in progress

This may take up to 5 minutes. Multiple checks are happening in the background to ensure the account is ready for the switch. Please do not navigate away from this page.

- ! Checking for lines pending activation
Account has lines pending activation. Activate lines
- ! Checking for pending orders
Account has a pending order. Article reference: HOW11805
- ! Checking for remaining DPP
One or more devices has a remaining balance. Pay off devices
- ! Checking for 5 or fewer lines
Account has more than 5 lines. Remove lines
- ! Checking for paired watch lines
Account has paired watch lines. Remove watches

Cancel Continue

All checkpoints provide the ability to be redirected to the appropriate location to address each error individually:

NOW Mobile – Downgrade to NOW Mobile

Step 6: Xfinity Sales Representatives reviews each term of switch and verifies the customer terms and agreements.

End Session Riley Mendoza xfinity360

Care Overview Devices Billing Orders & Returns Lines & Data

Overview / Switch to NOW Mobile

Switch to NOW Mobile

Account is eligible to switch to NOW Mobile.

Before completing the switch through NOW Mobile, make sure the customer understands and agrees to each term.

- Customer understands that this account switch will apply to all lines on their account and will take effect immediately.
- Customer understands that their renewal date will begin on the date of their account switch, pricing of all lines will now be based on a flat rate and prepaid upfront monthly, with the first payment due upon order submission.
- Customer understands that any currently active features, such as Global Travel Pass or XMPP, will not be supported in NOW Mobile and will be automatically cancelled as a result of this account switch.
- Customer understands that any currently active features supported in NOW Mobile such as Mex/Can Pass or Personal Hotspot will need to be added back to their account once the account has switched.
- Customer understands that once the account has switched, it can only be restored to their original Xfinity Mobile plan by cancelling their NOW Mobile account and activating a new Xfinity Mobile account.

I verify that the customer has agreed to each term.

The customer will receive an email copy of these terms, along with a link to sign up for NOW Mobile if they do not wish to sign up today.

Cancel NOW Buyflow

Step 7: Xfinity Sales Representatives sends consent to customer, customer completes account set-up and review and order is then complete for downgrade from XM to Mobile.

Thanks, your order is confirmed

Your order details

✓ We sent an email confirmation to: [chrissmith123@gmail.com]
We'll send your equipment to your service address:
[123 Pleasant Dr, NY 10996]

Order Summary

NOW Mobile	
Unlimited 1 line	\$25.00/mo
Taxes, fees, & other charges included	
Universal connectivity charges	\$0.49
Regulatory recovery fee	\$0.36
State & local sale taxes	\$1.66
911 fee(s)	\$1.65
Erin's iPhone XS, 256GB, Grey	
Sales tax	\$0.49
Line setup fee	\$25.00

Service information

Date	Apr 28, 2024
Payment method	Visa ****5678

Please allow 1 business day for us to process your payment.

Total \$XX.00

Agent details

Order ID Number: xxxxxxxxxxxx

End session



How-to Guide

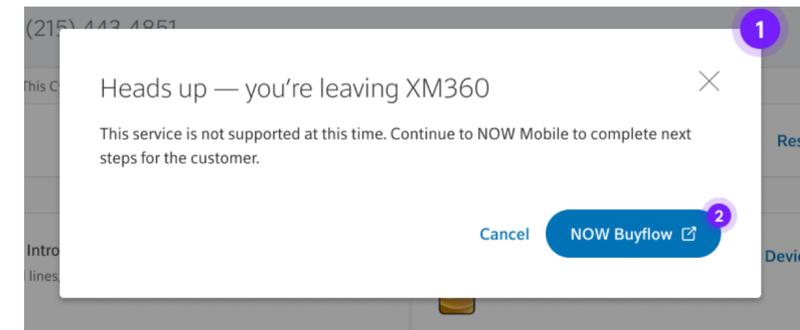
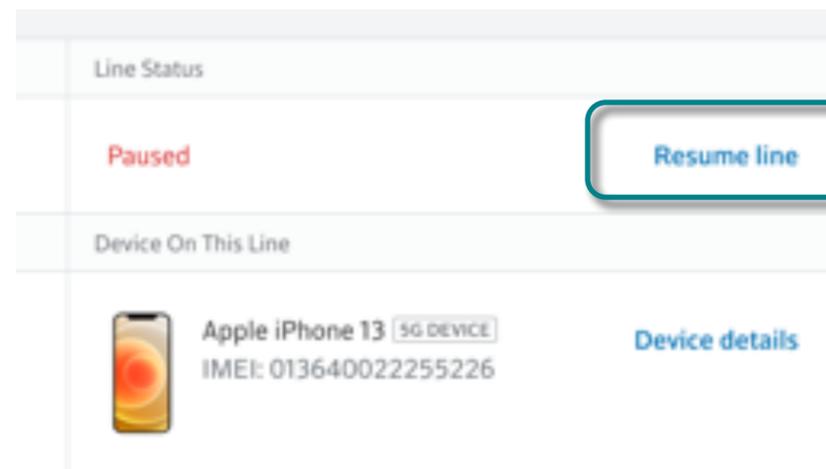
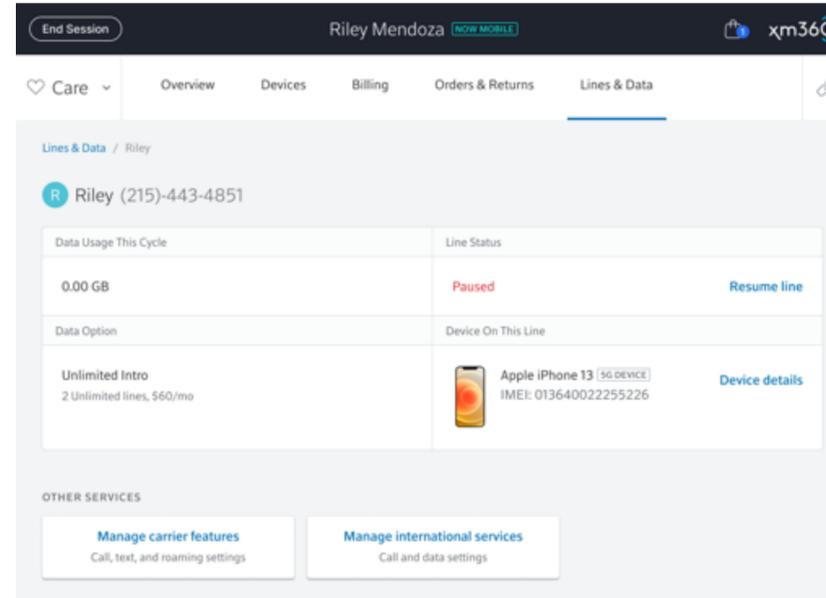
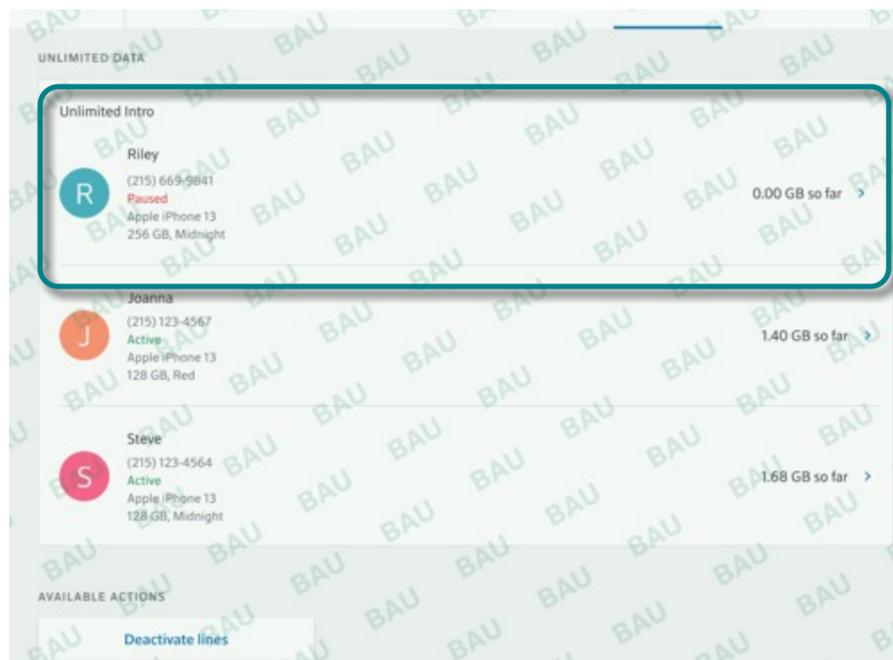
NOW Mobile

NOW Mobile – Restore NOW Mobile Line

Step 1: Xfinity Sales Representatives launches XM360 BAU.

Step 2: Representative then selects line to 'Resume' and is redirected to the NOW buy flow.

Step 3: Once buy flow steps are configured and customer completes account set-up and review, order is complete for reactivating NOW Mobile Line.





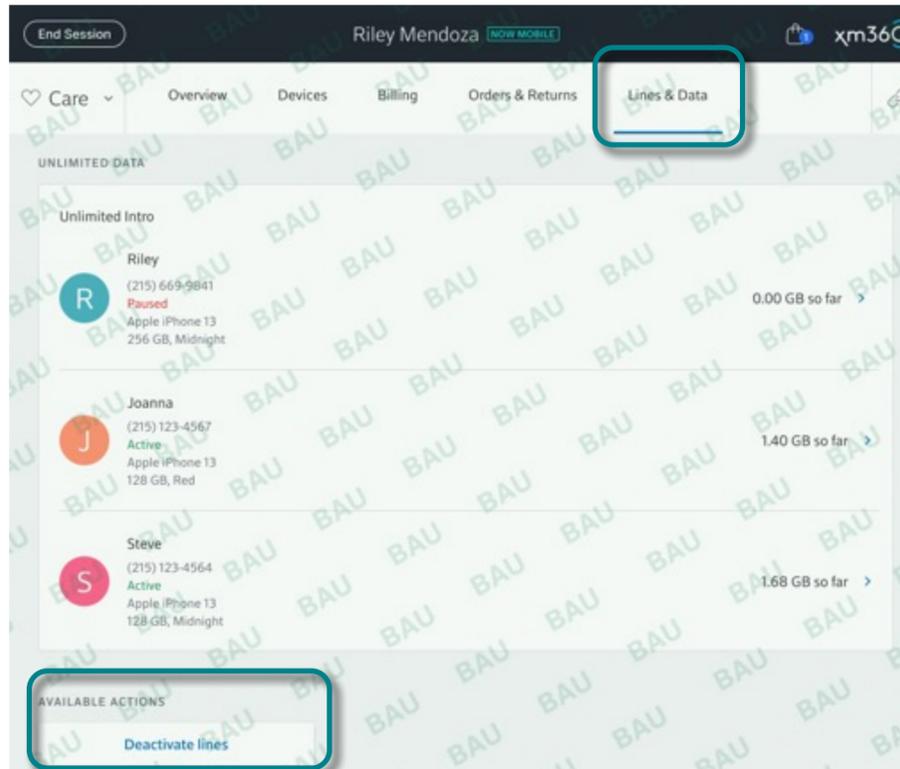
How-to Guide

NOW Mobile

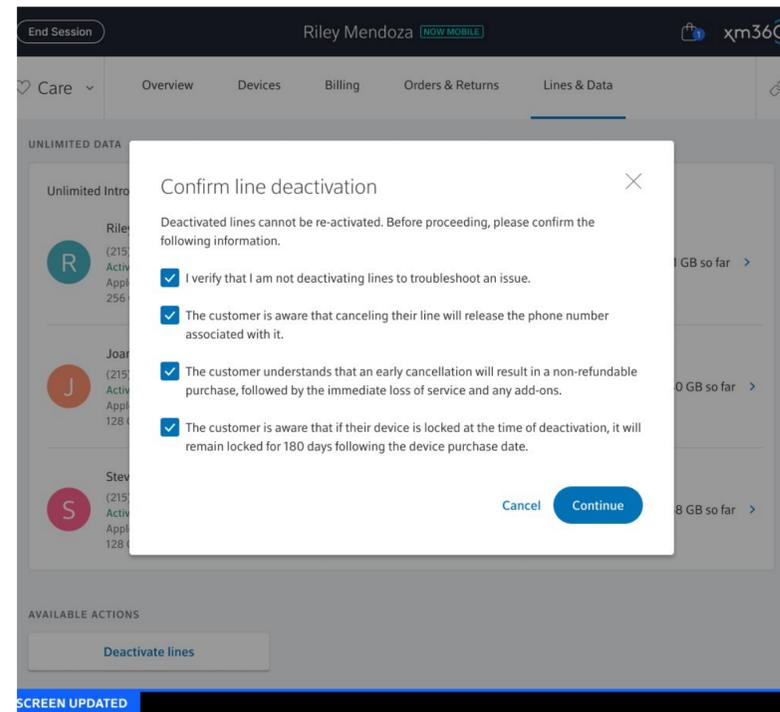
NOW Mobile – Disconnecting NOW Mobile Service

Xfinity Sales Representatives can cancel NOW Mobile service by line in XM360.

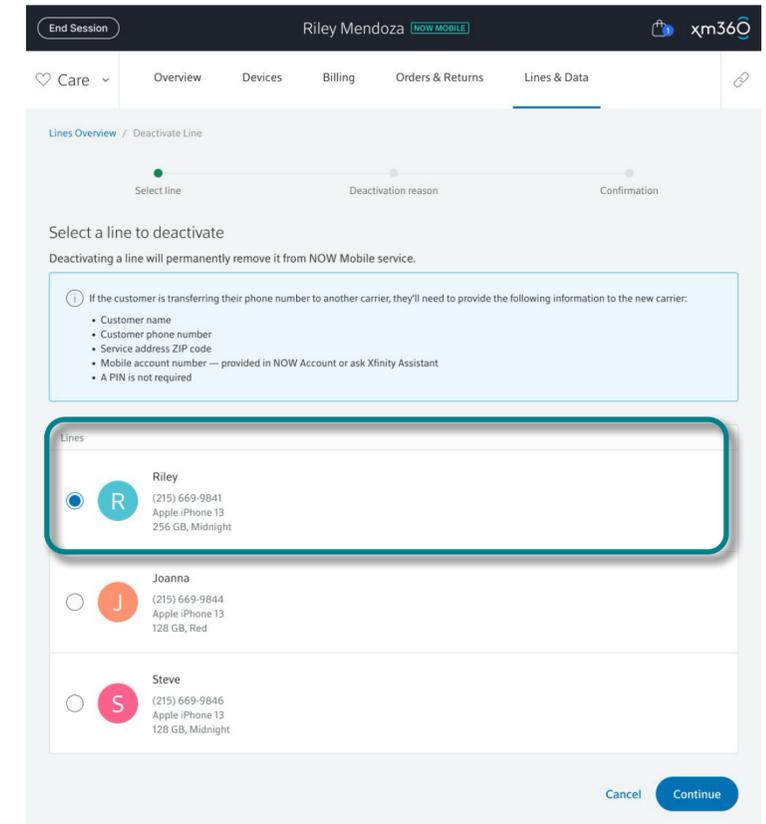
Step 1: After authentication in XM360, representatives select 'Lines & Data' and then 'Deactive Lines.'



Step 2: Representative must confirm selections below before proceeding:



Step 3: Representative is then presented with lines to select for deactivation:





How-to Guide

NOW Mobile

NOW Mobile – Disconnecting NOW Mobile Service

Step 4: Representative then selects deactivation reason and is presented with line deactivation confirmation.

The screenshot shows the 'Deactivate Line' workflow in progress. The progress bar indicates the current step is 'Deactivation reason'. A dropdown menu is open, showing the text 'Select reason' with a downward arrow. The customer information for Riley is visible on the left: Riley, (215) 669-9841, Active, Apple iPhone 13, 128 GB, Midnight. At the bottom, there are buttons for 'Back', 'Cancel', and 'De activate line'.



The screenshot shows the 'Deactivation confirmed' screen. The progress bar indicates the current step is 'Confirmation'. A message states: 'Deactivation confirmed. Please inform the customer that the selected line has been permanently deactivated.' Below this, there is an information box with a list of required information for number porting: Customer name, Customer phone number, Service address ZIP code, Mobile account number, and A PIN is not required. The customer information for Riley is shown as 'Deactivated'. A green checkmark and the text 'Line deactivated' are visible. At the bottom, a green success message box states: 'SUCCESS Riley's line has been successfully deactivated.'



How-to Guide

NOW Mobile

NOW Mobile – Billing Management

Manage Wallet: Representatives can update customer's wallet in XM360.

Step 1: After authentication in XM360, agent selects 'Billing' and then 'Manage Wallet.'

The screenshot shows the XM360 interface for Riley Mendoza. The 'Billing' tab is selected in the navigation menu. The main content area displays billing details for two customers: Riley and Steve. Riley's payment is due on Oct 10, 2024, with automatic payments set to On. Steve's payment is due on Nov 17, 2024, with automatic payments set to On. Below the customer details, there are add-ons: Personal Hotspot (\$5.00/mo) and Mexico & Canada Call Pass (\$10.00/mo). The service through date is Nov 16, 2024. At the bottom, the 'Manage wallet' button is highlighted with a red box. A 'SCREEN UPDATED' notification is visible at the bottom left.

Customer	Payment due	Automatic payments	Amount
Riley (215) 123-4567 Active	Oct 10, 2024	On Turn off	\$30.00
Steve (215) 123-4567 Active	Nov 17, 2024	On Turn off	\$30.00

Service through: Nov 16, 2024

Add ons:
Personal Hotspot | \$5.00/mo
Mexico & Canada Call Pass | \$10.00/mo

AVAILABLE ACTIONS

[Manage wallet](#)

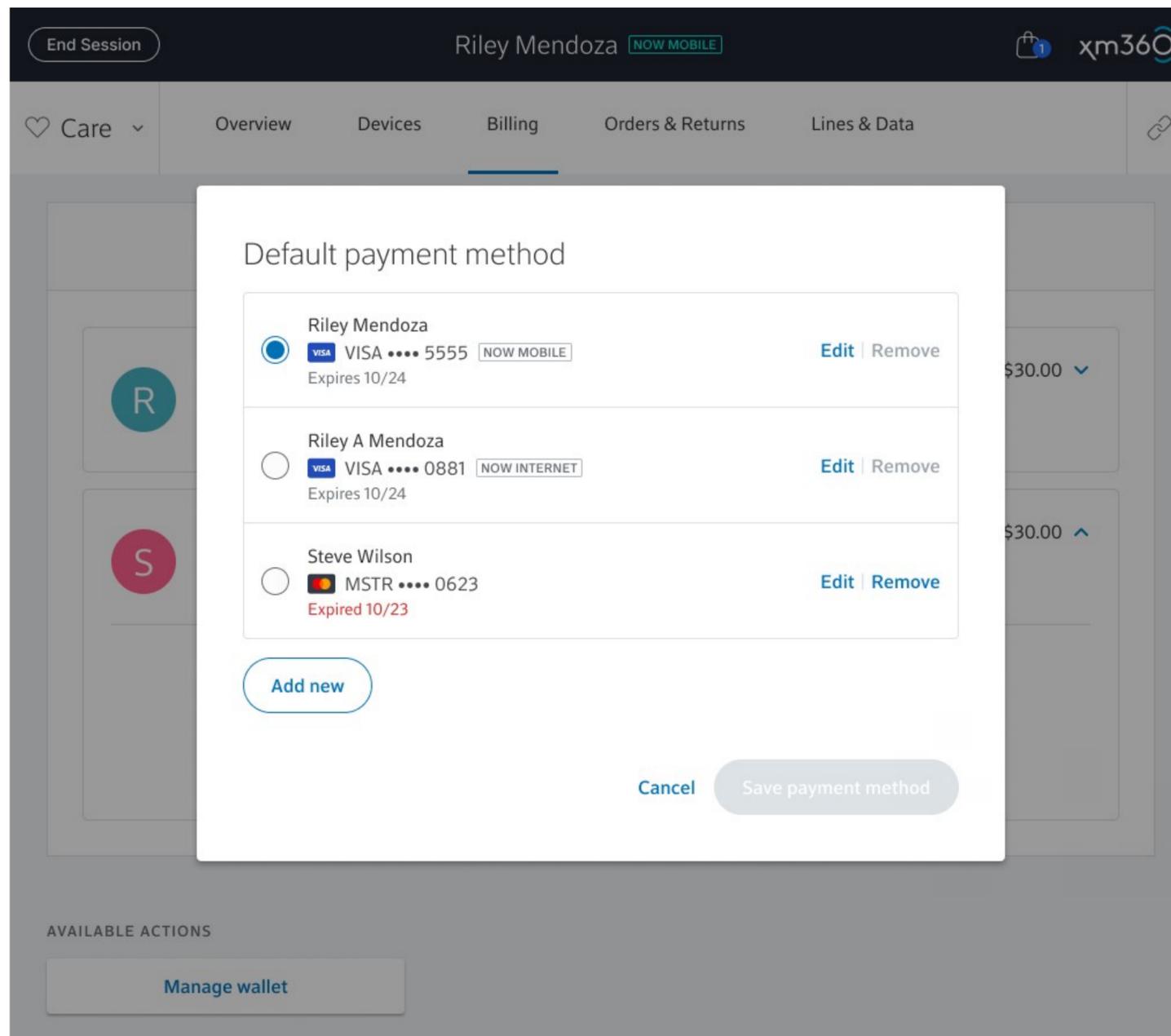
SCREEN UPDATED

NOW Mobile – Billing Management

Step 2: Representatives will be able to select a different card already in the Wallet to make the default payment method for their NOW mobile subscription.



How-to Guide





How-to Guide

NOW Mobile

NOW Mobile

Turn Off/On Auto Pay: Xfinity Sales Representatives can turn auto pay off or on for NOW Mobile in XM360. If auto pay is turned 'Off,' this will 'Pause' the customers NOW Mobile service.

Step 1: After authentication, representative selects billing. If auto pay is off, an option to 'Turn on' will present. If auto pay is on, an option to 'Turn off' will present.

End Session Riley Mendoza NOW MOBILE xm360

Care Overview Devices **Billing** Orders & Returns Lines & Data

Billing details Ledger

Customer	Payment due	Automatic payments	Amount
Riley (215) 123-4567 Active	Oct 10, 2024	Off Turn on	\$30.00
Steve (215) 123-4567 Active	Nov 17, 2024	On Turn off	\$30.00

Add ons Service through

Personal Hotspot \$5.00/mo	Nov 16, 2024
Mexico & Canada Call Pass \$10.00/mo	

AVAILABLE ACTIONS

Manage wallet

If turning off auto pay, the below message will display:

End Session Riley Mendoza NOW MOBILE xm360

Care Overview Devices Billing Orders & Returns Lines & Data

Billing details Ledger

Turn off automatic payments

This will be applied on the next billing date. Customers will not be billed while automatic payments are turned off and can be turned back on at anytime. Advise the customer to turn automatic payments back on within 60 days after service end date to avoid automatic deactivation.

Customer understands and agrees to these conditions.

Cancel Continue

If turning on auto pay, the below message will display:

End Session Riley Mendoza NOW MOBILE xm360

Care Overview Devices Billing Orders & Returns Lines & Data

Billing details Ledger

Turn on automatic payments

This will be applied on the customer's next bill date of Nov 10th. Payment will continue to be processed automatically while automatic payments are on and can be turned off at any time.

Cancel Continue



How-to Guide

NOW Mobile

NOW Mobile – Billing Management

View Billing Ledger and Invoice History: Representatives can view a customer's NOW Mobile billing history and associate invoices.

Step 1: After authenticating in XM360, the agent selects 'Billing' and then 'Ledger.'

End Session Riley Mendoza NOW MOBILE xm360

Care Overview Devices **Billing** Orders & Returns Lines & Data

Billing details **Ledger**

Date	Line	Service	Type	Payment	Total
Oct 6, 2024	Drew	NOW Mobile	Mobile	Renewal	\$30.00 >
Oct 10, 2024	Riley	NOW Mobile	Tablet	Renewal	\$30.00 >
Oct 17, 2024	Steve	NOW Mobile	Mobile	Renewal	\$45.00 >
Sep 6, 2024	Drew	NOW Mobile	Mobile	Renewal	\$30.00 >
Sep 10, 2024	Riley	NOW Mobile	Tablet	Renewal	\$30.00 >
Sep 17, 2024	Steve	NOW Mobile	Mobile	Renewal	\$45.00 >

[View the next 6 months of activity](#)

PAYMENT METHOD

VISA **** 5555 [Manage wallet >](#)

Step 2: Representative can select specific line item to open invoice for the associated transaction:

NOW
[LINE NICKNAME]'S INVOICE

Service Period: Oct 17, 2024 — Nov 16, 2024

NOW Mobile

Services charges

Unlimited 1 line: \$25.00

Taxes, fees & other charges included

- Universal connectivity charge: \$0.49
- Regulatory recovery fee: \$0.36
- State & local sales tax: \$1.66
- 911 fee(s): \$1.65

Add-on: Personal Hotspot: \$5.00

Add-on: Mex/Can Call Pass: \$15.00

Taxes, fees & other charges included: \$X.XX

Onetime charges and fees

Line setup fee: \$X.XX

Second fee: \$X.XX

VISA **** 5555
Authorization code: 123456789

TOTAL \$40.00



How-to Guide

NOW Mobile

NOW Mobile – Billing Management

BAU Functionality: Representatives can view and complete the following actions following BAU processes:

- Buyers Remorse Return (Device & Tablet)
- Lost/Stolen Damage Devices
- Device/Line Activation
- Military Suspend
- SIM Swap

The screenshot shows a user interface for managing a mobile account. At the top, there is a dark header with an "End Session" button, the user's name "Riley Mendoza" with a "NOW MOBILE" tag, and a profile icon labeled "xm360". Below the header is a navigation bar with tabs for "Care", "Shop", "Overview", "Devices", "Billing", "Orders & Returns", and "Lines & Data". The "Overview" tab is selected. The main content area displays the user's profile with a circular avatar containing "RM", the name "Riley Mendoza", and the account status "Mobile account 234234234 - Active". Below this is a sub-navigation bar with "Activity", "Account details", and "Account history", with "Account details" selected. The "Account details" section is presented as a table with two columns: "Account Holder" and "Mobile Account Number".

Account Holder	Mobile Account Number
Riley Mendoza	234234234 Active Security PIN
Email Address	Internet Account Number
rileym@comcast.net Edit	1234568987654321
Contact Phone Number	Service Address
215-123-4567 Edit	123 Main Street Philadelphia, PA 19103



How-to Guide

Transfer NOW Service

Transfer NOW Service

If NOW Internet Customer:

- No agent assisted flow will be available at launch.
- Agent will need to assist customer in cancelling their NOW Internet via the app (on customer's device).
- Agent will then process new NOW Internet sale at new address—BAU NOW Internet buy flow.

If NOW Internet + Mobile Customer:

- Follow same process for Internet, but when consent is sent to customer for new NOW Internet (at new address), customer will sign in using their existing XID (where their NOW Mobile account is linked) and NOW Mobile will link to new NOW Internet account.
- Agent will then process new NOW Internet sale at new address—BAU NOW Internet buy flow.
- If customer is requesting to transfer NOW Internet to a location where existing Xfinity service exists, BAU proof of residency policy must be followed. POL1374
- Internet via the app (on customer's device).

Please note: This information is confidential and for internal use only, intended solely for informational and training purposes. Please do not share this information with customers until general launch on April 30 (April 3 for Pilot locations).



How-to Guide

NOW Buy Flow

ASR: Account, Set-Up & Review

NOW

[Read to Customer](#)

I'll gather your first name, last name, mobile phone number and email address. Do I have permission to send you this text message?

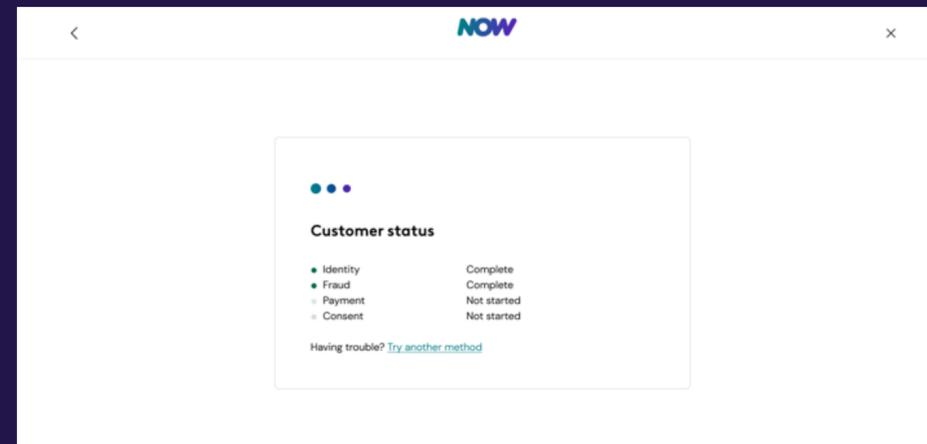
First name

Last name

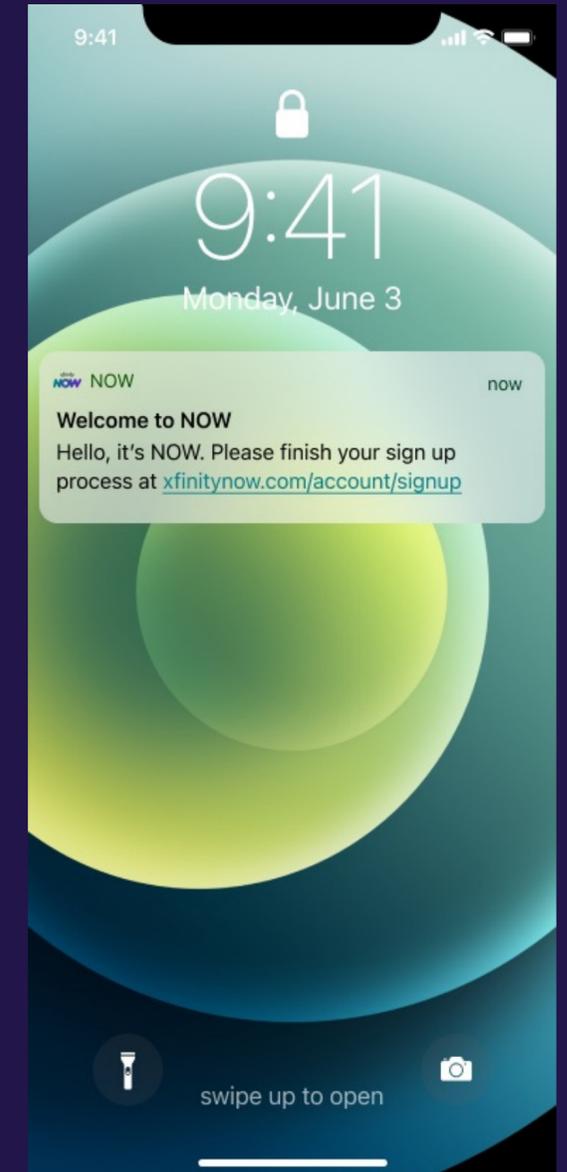
Mobile phone number

Email address

Step 1: After adding product to cart, Xfinity Sales Representatives sends consent to the customer through digital methods—either email or SMS.



Xfinity Sales Representatives is able to view customer status through consent process on their side.



Step 2: Customer receives SMS or email to complete the NOW sign-up process.

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How-to Guide

NOW Buy Flow

ASR: Account, Set-Up & Review

Let's create your Xfinity ID

Your Xfinity ID lets you securely sign in to your account with your verified email address or mobile phone number. You'll need an Xfinity ID to get NOW.

Already have an Xfinity ID? [Sign in](#)

First name: Chris

Last name: Smith

Mobile phone number: (xxx)-xxx-xxxx

Email address: chrissmith123@gmail.com

I'm in! Xfinity can send me automated marketing or sales text at this phone number. I understand consent is not required to purchase Xfinity products or services. Message data rates may apply. Reply STOP to opt out. Privacy Policy available at xfinity.com/privacy.

Create Xfinity ID [Back](#)

Let's create your Xfinity ID

Your Xfinity ID lets you securely sign in to your account with your verified email address or mobile phone number. You'll need an Xfinity ID to get NOW.

Already have an Xfinity ID? [Sign in](#)

First name: Chris

Last name: Smith

Mobile phone number: (xxx)-xxx-xxxx

Email address: chrissmith123@gmail.com

I'm in! Xfinity can send me automated marketing or sales text at this phone number. I understand consent is not required to purchase Xfinity products or services. Message data rates may apply. Reply STOP to opt out. Privacy Policy available at xfinity.com/privacy.

Create Xfinity ID [Back](#)

MESSAGES 22395
Your Code is 345682

We need to verify your phone number to confirm your identity

Enter the code sent to: (267) 101-1015

Resend code

Continue

Secure your account

Keep your account secure with a strong password. You can always recover your password using your verified mobile phone number or email address.

Password Strength: **Good**

- ✓ Must be 8-128 characters
- ✓ Use at least one number
- ✓ Use at least one capital letter

Confirm password

Create password

Step 3: The customer is then prompted to create their Xfinity ID for NOW.

Step 4: Customer receives code to confirm identity and is prompted to create their XID password.

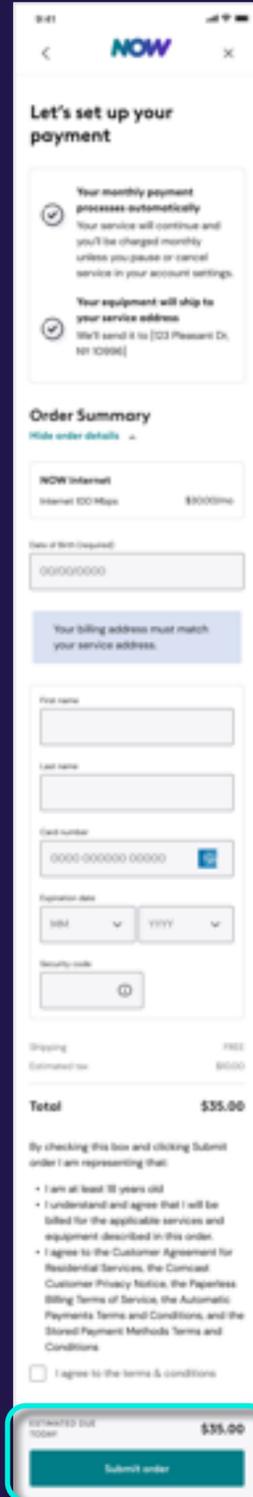
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How-to Guide

NOW Buy Flow

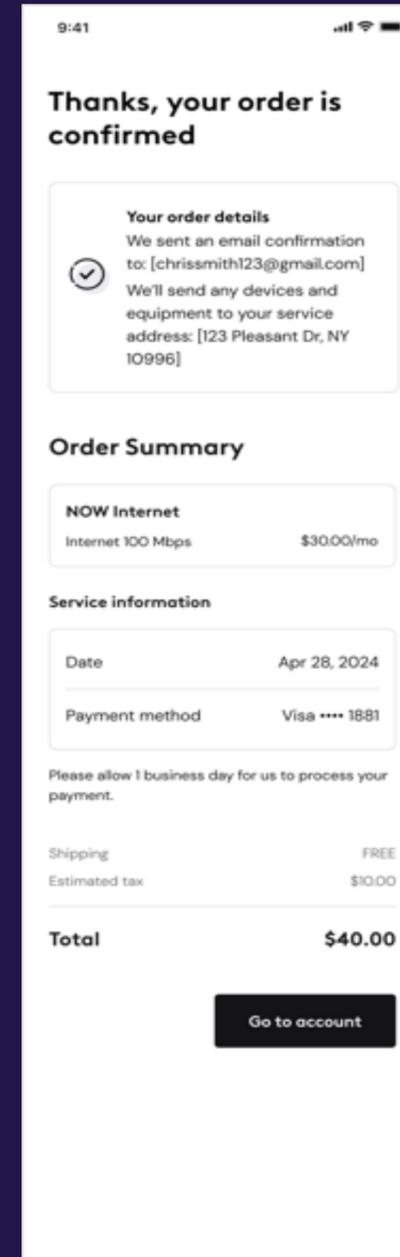
ASR: Account, Set-Up & Review



NOTE

These confirmation screens will potentially change based on what transaction is being completed.

Step 5: Customer sets up payment method and selects 'Submit Order' at the bottom of the screen for their selected device.



Step 6: Order confirmation screen is presented once order has been submitted.

Xfinity Sales Representatives also receive customer order confirmation.

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How-to Guide

NOW Buy Flow

Account Management

BAU Functionality: Representatives can view and complete the following actions following BAU processes:

- Update Customer Info
- User Management
- Add Notes & Comments
- View Timeline
- View Linked Accounts

R360 Landing Page

The R360 landing page for Adam Lin (PRIMARY) displays the following information:

- Current services:** Performance Pro Internet (XFI ELIGIBLE, Up to 100Mbps downloads).
- Usage:** 366.00 GB used out of 366.00 GB UNLIMITED. 22 days left in month.
- Devices:** 42 connected devices. Includes a table for device types: Computers (4), Phones (3), and Others (35).
- Manage Equipment:** A sidebar menu with options: Manage equipment, Manage core services, Disconnect core services, Shop mobile, ACP Enrollment, Upgrade NOW Internet, and Reactivate NOW Service.

E360 Landing Page

The E360 landing page for Adam Lin provides a detailed account overview:

- Customer Information:** Adam Lin, He/Him/His, 221 Pearl St, Apt 22-A Boulder Colorado 94686. Primary contact: Adam Lin (849905163003630).
- Overview:** This account is all caught up. Recommendations include Xfinity TV, Xfi Complete, and Xfinity Flex.
- Activity:** No open tickets or work orders.
- Billing:** NOW INTERNET \$30.00. Payment due Dec 19, 2023. Last payment Nov 22, 2023.
- Plan:** NOW INTERNET (Plan Name, Speeds up to 100 Mbps). NOW MOBILE (5 Lines).
- Diagnostics:** TV section shows 3 devices loaded with a table of device details (Device, Outlet, Serial Number, MAC Address, Last Reload).
- Usage:** BLAST! PRO INTERNET. Last reload 3/17 5:34 p.m. ET.

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