

#IN-123405

General Info

Network - CM network install of Comcast Internet service

Jennifer Reynolds reported Fri, 06 Mar 2020 05:25:28 PM

Description

Summary: **CM network install of Comcast Internet service**

Description of Request or Issue: **Comcast will arrive between 8-10am for a possible 2hr install engagement. Please assist as needed for the network setup to support the CM.**

add an attachment:

Status: Closed

Source: Agent portal

Due:

Tags:

Requester: Jennifer Reynolds (cdb-esdtrolley, cdb-test, CK Granicus Videos, CK Meeting Scheduling, Department Heads, FN Budget Managers, FN IT, FN IT APC Team, FN IT Hardware, FN IT Hardware Team, FN IT LAN Team, FN IT Network Engineers, FN IT Wireless, gtestgroup, IT Basic HelpDesk Admins, IT-DBMobile, IT Email Group, IT Hardware Call Home, IT Mailbox Admins, IT Shared Calendar, IT TeamViewer Administrators, IT-TestAll, IT-Trackit, MBAMAdvHelpDsk, MBAMUGrp, PD Netmotion, vpnusers, VZWTEAM) reynoldsj@mydelraybeach.com 561-243-7192

Ticket Info

Type: Incident
Category: Incident - Network
Team: Support
Agent: Miglena Hooks
Priority: Incident
E.Status: Complete

Comments

Jennifer Reynolds reported Fri, 06 Mar 2020 05:27:09 PM

this install will start between 8-10am first thing monday morning 3/9/20. Below is the install information:

[Help & Support](#)

Thank you for choosing Comcast Business

To get started, confirm your appointment with us. Next, learn how to prepare for your installation and register for My Account to get the most out of your new services.

[CONFIRM / CHANGE APPOINTMENT](#)

Installation for Internet

A technician will arrive at your service location during the time window provided below.

Installation Date:

Installation Window:

[CONFIRM/CHANGE](#)

Monday, March 9

08:00AM-10:00AM

3 Steps to Prepare for Your Installation:

1. [Register for My Account](#). To register, you will need the email address you provided when placing your order and your account number which is listed below. Once registered, you can customize billing options, sign up for text and email alerts, locate XFINITY® hotspots, and much more.
2. **Make sure your experts are on hand.** You will need to be present during the installation to review your order and sign for completed work. An IT contact may also be needed for any questions or assistance needed by our technicians.
3. **Find a place for your hardware.** Choose an area to house your Comcast Business equipment.

[GET STARTED](#)

Order Summary

Order Number:	24627180
Account Number:	8535114200993372
Business Name:	CITY OF DELRAY BEACH
Service Address:	100 NW 1ST AVE FLR 1
Installation Date:	Monday, March 9 08:00AM-10:00AM
IP Address:	50.250.114.57
Subnet Mask:	255.255.255.252
Gateway IP:	50.250.114.58
DNS Info:	75.75.75.75 (Primary) 75.75.76.76 (Secondary)

Still have questions or need to make changes to your account information? Contact us at (855) 336-6983. We are always here to support you.

Miglana Hooks reported Mon, 09 Mar 2020 04:57:14 PM

Comcast completed the installation. Static IP was assigned to the modem, and we tested the wired and wireless connections.

The equipment was left with the Comcast generic SSIDs and password.

Waiting on instructions on moving the network from the linksys to Comcast.

Thank you!

Miglana Hooks reported Tue, 10 Mar 2020 09:44:53 AM

This has been complete

