

DRAFT

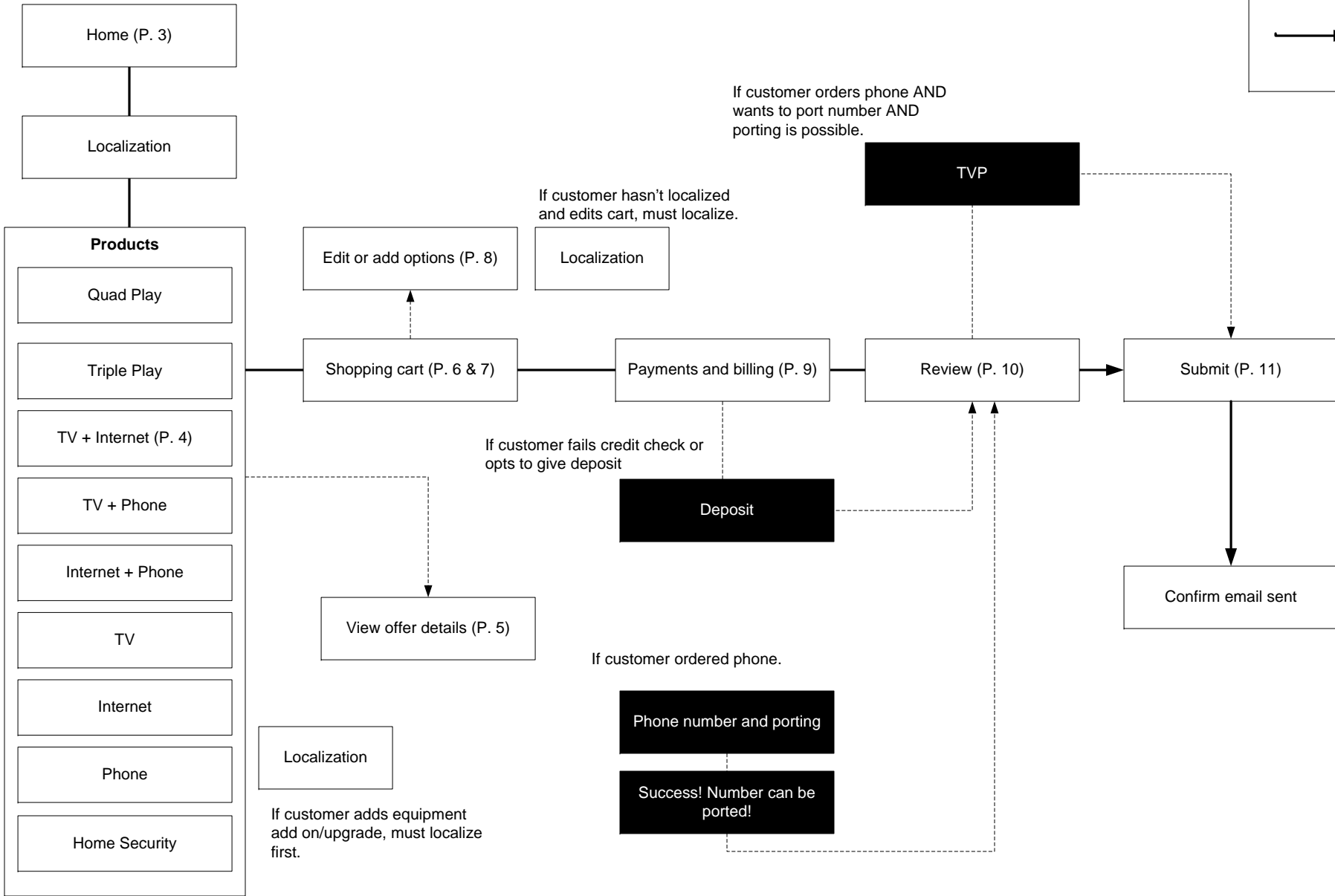
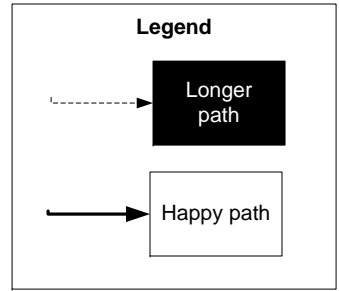
version 0.1

Amazon 2 – Next Gen UI

Happy path wireframes v 0.1

Created by Eddie James
03-23-10

Steps in buy flow



Homepage

The screenshot shows the Comcast homepage with several annotations:

- 1**: A red circle highlights the "Offer code lookup" button in the xfinity banner.
- 2**: A red circle highlights the "Digital Cable" checkbox in the "What's available in my area?" section.
- 3**: A red circle highlights the "Submit" button in the "Service address" form.
- 5**: A red circle highlights the "Submit" button in the xfinity banner.

Other elements on the page include the Comcast logo, navigation links (Learn, Shop, Programming, Customers, About), a search bar, and various promotional banners and sections like "Quick Links", "What's On TV Now?", "Movies On Demand", and "What's available in my area?".

Customer enters the homepage and selects products in two ways:

1. **Clicking on the DL.** When a customer clicks on an offer in the DL, they are taken to the product page for the offer (Bundles or Single line of business) with the offer selected visually highlighted on the page. (see product page wireframe for more details).

2. Order Services.

Product selection. This module lists out Comcast lines of business that are available in the majority of markets Comcast serves. (75%?)

The customer selects the services they are interested in by checking the checkboxes. Note: In the visual/interaction design, checkboxes may not be the final means for selecting a product.

Default state: Triple play – TV, Internet and Phone are checked.

3. **Service address.** The user enters in their service address (Street address, Zip). User doesn't have to enter city, state.

4. **Submit button.** Upon submitting, the user is taken to the product page for the items selected.

5. **Offer look up.** Allows user to enter code from direct mail or tv and find a local offer. On submit, the user is taken to the offer (targeted buy-flow). If user enters nothing in box, error saying "Please enter a code".

Errors. If no products are selected, an error is displayed telling the user to select a product. Example text: "You must select at least one product."

If the address entered is invalid or no address was entered, an error is displayed telling the user to re-enter their address.

Example text for blank fields on submit: "A valid Street Address and ZIP Code are required."

Example text for invalid address: "We're sorry, we can't find an exact match for your address. Comcast services may not be available where you live. If you currently subscribe to Comcast services, please call 1-800-COMCAST for immediate assistance."

(These are standard errors today. How we display them might be different. We need mock ups of these.)

Buyflow Lite. When Buyflow lite is turned on for a market that matches the customer entered service address, the user is taken to buyflow lite flow.

Items in red are comments or design/business issues that the UX team is thinking about.

Product page



[Create Account](#) | [Contact Us](#) | [Help & Support](#) | [Español](#)

- 1 Triple Play
- 2 TV + Internet
- TV + Phone
- Internet + Phone
- Single Job

2 Address: 1638 S. Broad Street, Philadelphia, PA 19145 [Edit Address](#)

TV + Internet offers

TV + Internet

3 Digital Starter with Performance

As seen on TV 7



includes

1 standard cable box	80+ Digital channels	15 Mbps internet
----------------------------	----------------------------	------------------------

6 View details

8 \$69.99/month for 6 months
\$106.99/month thereafter

- 9 [Add DVR as low as \\$15.95/month](#)
- [Add HD service as low as \\$9.95/month](#)
- [Add Phone as low as \\$19.95/month](#)

10 Add to cart

TV + Internet

Digital Preferred with Performance Plus

includes

1 standard cable box	100+ Digital channels	15 Mbps internet
----------------------------	-----------------------------	------------------------

View details

2 Year contract

\$79.99/month for 12 months
\$99.99/months 13-24
\$120.15/month thereafter

- [Add DVR as low as \\$15.95/month](#)
- [Add HD service as low as \\$9.95/month](#)
- [Add Phone as low as \\$19.95/month](#)

Add to cart

Still have questions?

[Chat now with a chat rep](#) or call us at 1-800-COMCAST. 11

Common Questions 12

[What happens if I cancel?](#)

[What if I don't like the service?](#)

[What extra fees or hidden charges are there?](#)

[More common questions](#)



1. Navigation: The product tabs are grouped by what's included in bundle. Clicking a tab displays the product selected. Single lines of business are given a single tab that launches a dropdown when clicked that displays all the single lines of business.

2. Address: Address entered by user on homepage (or from the localization screen in other scenarios) is presented with the option to edit the address. Clicking the edit address link opens an ajax layer allowing the user to change the address. When the new address is submitted, the page reloads with the products and prices updated to reflect the new address.

3. Products. Product info is displayed. One product is highlighted visually. This product is either chosen by marketing/product teams or is the item selected in Targeted buyflow scenarios (Example: instead of showing all the products in set order, we move the item being targeted in targeted buyflow to the top of page and visually highlight it).

4. Offline marketing tie-ins. The product selected to highlight by the marketing/product teams can have an image/video that ties-in to offline promotions (Example: Ben Stein campaign).

5. Offer highlights. Visual way of highlighting what is included in the offer and what makes it different from the other offers presented.

6. View details button. Launches the view details overlay.

7. Marketing tags. Marketing can select to highlight "2 year contract" or other selling features and have them appear in the product area. Examples could be "Our fastest speed", "As seen on TV", etc)

8. Price and Tiered pricing. These are clearly displayed and contracts are clearly highlighted. **Do we need to show a thereafter price? It seems that it's always going to be the wrong price if we do.**

9. Add ons/upgrades. Up to 3 items can be added to an offer to highlight contextual upgrades or addons. The user clicks the links to see an ajax overlay describing the addon and localization options. (see wireframe of this overlay on next page). After the user localizes, checkboxes appear with current prices for the user's market displayed.

10. Add to Cart button. Adds the item to the cart.

11. Chat link. Links to chat.

12. Common Questions. Links to ajax overlays that answer common questions that keep users from completing the current step in the buyflow. Used thru out the transaction.

Localization pop up

Home Comcast

Create Account | Contact Us | Help & Support | Español

Triple Play **TV + Internet** TV + Phone Internet + Phone Single Job

TV + Internet offers Address: 1638 S. Broad Street, Philadelphia, PA 19145 [Edit Address](#)

TV + Internet **Digital Starter with Performance** As seen on TV

Marketing image or video

includes

1 standard cable box	80+ Digital channels	15 Mbps internet
----------------------	----------------------	------------------

[View details](#)

A Digital Video Recorder (DVR) records programming, allows you to pause live tv and stores 200 Gb of recording (25 hours!) From \$15.99 a month!

To show the exact pricing for your local area, we need your address.

street zip **submit**

TV + Internet **Digital Preferred with Performance Plus**

includes

1 standard cable box	100+ Digital channels	15 Mbps internet
----------------------	-----------------------	------------------

[View details](#)

2 Year contract

\$79.99/month for 12 months
\$99.99/months 13-24
\$120.15/month thereafter

[Add DVR as low as \\$15.95/month](#)

[Add HD service as low as \\$9.95/month](#)

[Add Phone as low as \\$19.95/month](#)

Add to cart

Still have questions? [Chat now with a chat rep](#) or call us at 1-800-COMCAST.

Common Questions


[What happens if I cancel?](#)

[What if I don't like the service?](#)

[What extra fees or hidden charges are there?](#)

[More common questions](#)

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1. Localization and addon details. Addon is described. Street address and zip fields are displayed. On submit, the page refreshes with prices for addons displayed.

Example:
User localizes and the text on page displays local price for addons.

Add DVR \$15.95 a month
Add HD service \$9.95 a month
Add Phone \$19.95 a month

Offer details

[Create Account](#) | [Contact Us](#) | [Help & Support](#) | [Español](#)



- Triple Play
- TV + Internet**
- TV + Phone
- Internet + Phone
- Single lob

1 **Digital Performance Plus** **2 Year contract**

Includes
2 cable boxes: 1 standard, 1 HD DVR
Premium channels: **HBO** **SHOWTIME**
Free online access to HBO content via [Fancast](#).
On Demand movie library.

2 **Local and cable channels**

1. WTF 24 (PCN)	17. Comcast Services	32. WTF 24 (PCN)
2. HBO (PCN)	18. USA	33. The Weather Channel
3. CNN (CH)	19. Comedy Central	34. CNBC
4. USA (CH)	20. Entertainment	35. COMET (CH)
5. HBO (PCN)	21. FX	36. Home Shopping Network
6. ESPN	22. The Discovery Channel	37. The History Channel
7. CNN (PCN)	23. Food Network	38. HBO (PCN)
8. HBO (PCN)	24. A&E & Entertainment	39. TV Land
9. CMT (CH)	25. The Learning Channel	40. FOX News
10. HBO (PCN)	26. Comcast Network	41. The Golf Channel
11. MTV	27. Nickelodeon	42. ESPN
12. MTV	28. Sports Channel	43. HBO (PCN)
13. MTV	29. ESPN	44. ESPN2
14. ESPN	30. American Movie Channel	45. The Track Channel
15. ESPN2	31. Verizon	46. Syfy

3 **Terms of offer**

Save over \$500 over a two year period! The regular price for Comcast's HD Preferred Plus XF Triple Play is \$169.99. You'll pay only \$139.99 (a \$360 savings the first year!).

Pricing details. \$69.99 for first year. \$79.99 for months 13-24. **IF ANY SERVICE IS CANCELLED OR DOWNGRADED, REGULAR RATES** (currently \$99.99 a month) **APPLY UNLESS SERVICE IS CANCELLED. YOU MAY CANCEL SERVICE BY CALLING 1-800-COMCAST.**

Length of contract and termination fees: Minimum 2-year agreement. Early termination fee applies (**how much?**). No HD equipment fees or HD access fees apply (**for how long?**).

4 **Other details**
[System requirements](#)

5 **Add to cart**

- [Add DVR as low as \\$15.95/month](#)
- [Add HD service as low as \\$9.95/month](#)
- [Add Phone as low as \\$19.95/month](#)

6

Still have questions?
[Chat now with a chat rep](#) or call us at 1-800-COMCAST.

Common Questions

- [What happens if I cancel?](#)
- [What if I don't like the service?](#)
- [What extra fees or hidden charges are there?](#)
- [More common questions](#)

7 **Other TV + Internet offers**

Name of offer Includes: equipment, premium channels Price
Name of offer Includes: equipment, premium channels Price

The offer details overlay shows the details of the offer including Terms of the offer (termination fees, coverage areas, etc).

1. Name of product and what is included. This area highlights what comes in the offer, what makes it cool.

2. Local and cable channels. This area shows the channels included in the offer. **I have shown 45 channels, we can show all the channels, but it will make the page longer.** This overlay should be an actual html page. That way we can link directly to it for targeted buy flow offers, etc. We also talked about being able to filter by children's, sports, hd, etc, but I don't know how valuable it will be. Is Disney a children's channels and a movie channel? The categorization would have to be really good for the channels to make it work well. Gerard says that sorting channels is a future enhancement.

3. Terms of offer. English translation of the offer terms and conditions.

4. System requirement link for Internet offers/bundles. Clicking this link would show the system requirements in an overlay or pop up.

5. Add to cart. Adds product to cart.

6. Addons. As described previously.

7. Other related offers. Should be from the same category, but could include offers that include the products the user is currently looking at. Example: User is looking at double play and this area shows other double plays and a triple play that adds phone.



Cart

The screenshot shows the Comcast shopping cart interface. At the top left is the Comcast logo with a 'Home' link. A navigation breadcrumb shows 'Products' > 'Shopping cart' > 'Payments & Billing' > 'Review and Submit'. The 'Shopping cart' step is highlighted in yellow. Below this is a 'Shopping Cart' header with a cart icon. The main content area is divided into two columns. The left column lists items: 'Your order' (with a left arrow icon), 'HD Premier XF with \$200 Visa card' (with a 'Remove' link), 'Digital Cable' (with 'Add/Edit TV options' link), 'High-Speed Internet' (with 'Add/Edit Internet options' link), 'Digital Voice Unlimited' (with 'Edit phone options' link), 'Professional Installation' (with 'Edit installation method' link), 'Taxes and fees', and 'Total first bill'. The right column shows 'Service address' (with an 'edit' link), 'Next available installation date', a 'Check out' button, a '30 day guarantee' warning, and a 'Still have questions?' section with a chat link. At the bottom, there are three promotional boxes for Home Security, Secure Backup & Share, and The NFL HD Season Pass. The footer contains copyright information and a 'Subscribe' button.

Once a user selects an offer, they are taken to the cart where all the items included in the offer are shown with detailed pricing. The user is then able to edit options if desired.

1. Header. Comcast logo goes back to the Comcast.com homepage. Email this page opens an ajax widget that allows the user to enter an email to send the page to another person. Example: I look at the offer and want my wife to see it.

2. Progress nav. This highlights the path you've taken so far. The part of the process you are currently on is highlighted visually. Clicking a part of the process the user has already completed takes the user back to that part of the process with all information entered saved. For the Products tab, the user is taken back to the Line of business or bundle the product in the cart is part of. In the depicted example, the user would go to Triple Play if they clicked Products. **Design note:** We could show a check mark after each step.

3. Your order. The offer you selected is displayed with all the included items (cable boxes, premium channels, internet, phone, etc) and any user added add ons..

4. Items that are required but cost additional are defaulted and displayed (Example: Modem lease defaulted instead of buying a modem).

5. Activation fees are displayed.

6. Remove. If the user removes the product, a message is displayed warning them that everything will be removed from the cart. Once the user acknowledges this warning, they are taken back to the product page of the offer being removed. Example: I remove a triple play and I get taken back to the triple play product page.

7. Add/Edit options. These links are for every line of business included in the offer. Clicking these links opens the options overlay where the user can add/edit options for that line of business. **Design note:** The cable box options are probably the most important to highlight on this page. There could be a way to visually put some of the boxes on this page to make it super clear only 1 box for 1 TV is included.

8. Taxes and fees. If localized, Taxes and fees are calculated and added to the total. Clicking the taxes and fees link displays in an overlay the individual taxes and fees that make up the total taxes and fees.

9. Future bills detail. Clicking these links shows the future price changes that cause the total bill to increase or decrease.

10. Service address: only display if localized.

Cart continued

The screenshot shows the Comcast shopping cart interface. At the top left is the Comcast logo and a 'Home' link. Below it are navigation tabs for 'Products' and 'Shopping'. A 'Shopping Cart' icon is visible. On the right, there is an 'Email this page' link. A yellow pop-up window is overlaid on the cart items, containing the text: 'Still thinking if this is the right package for your household? Why not share it with your family members and decide!'. Below this text are two input fields: 'Email address' and 'Phone number', each followed by a 'send' or 'text' button. A close button 'X' is in the top right of the pop-up. The cart items include: 'HD Premier XF with \$200 Visa card' (24 month contract, \$150), 'Digital Cable' (HD Cable Box, Activation fee, HD Service fee, HBO, Starz, Cinemax, Showtime, The Movie Channel, Encore), 'High-Speed Internet' (12 mbps download/3 mbps upload, Modern lease fee), 'Digital Voice Unlimited' (Local and Long Distance calling, Call waiting and other features), 'Professional Installation', 'Taxes and fees', and a 'Total first bill' of \$198.89. Below the total are 'Second month's bill' (\$162.99), 'Months 13-24 bill' (\$179.99), and 'Regular pricing thereafter' (\$262.99). On the right side of the cart, there is a 'Next available installation date' section showing 'Tuesday, February 23 10 am - 12 pm' and a 'select another date' link. Below this is a 'Check out' button. Further down is a '30 day guarantee' section and a 'Still have questions?' section with a 'Chat now with a chat rep' link and the phone number 1-800-COMCAST. At the bottom, there are three promotional banners: 'Home Security' (Protect your home! Now in your area! Add for \$29.99 a month), 'Secure Backup & Share' (Add Online Backup for only \$14.99/month), and 'The NFL HD Season Pass!' (All the games in HD! Add for only 3 payments of \$29.99). The footer contains copyright information and a 'Verisign' logo.

10. Service address. Pulled from previous pages. Edit link allows user to edit address on this page.

11. Installation date. Defaults to next installation date and time. If user wants a different date and/or time, clicking "select another date" shows the calendar widget so the user can edit right on this page. Dates and times are temporarily reserved as stated in the requirements. If a installation date expires before the user has submitted their order, a message is displayed telling them their time has expired and a new time has been selected (the next available time). Clicking this warning, reloads the page with the new time displayed.

12. Check out button. Takes user to the Payments and Billing page.

13. Order at no risk. Links to our 30 day guarantee policy translated into English and displayed in an ajax pop up.

14. Chat. Links to chat.

15. Contextual promotions. Products that relate the offer in the cart are displayed here. Marketing/Product can offer services (such as online backup for those ordering internet), programming (such as Subscription HD on demand content), equipment (such as DVR, HD) or new products that are just now offered in a market (Home Security, etc). Clicking these promotions add them to the cart. The cart refreshes and the totals are recalculated.

16. Footer. Links open in same browser window.

17. Verisign. Clicking this opens an overlay with information on verisign and security.

TV options overlay

Your order

HD Premier XF with \$200 Visa card
24 month contract \$159.99 [Remove](#)

Digital Cable
HD Cable Box
HD DVR
Activation fee for 2 boxes (\$17.95 for each box)
HD Service fee
HBO, Starz, Cinemax, Showtime, The Movie Channel, Encore

High-Speed Internet
12 mbps download/3 mbps upload
Modem lease fee

Digital Voice Unlimited
Local and Long Distance calling
Call waiting and other features

Professional Installation

Total for first month
(excluding local taxes and fees which you'll see on the review page before you submit your order)

Second month's bill \$162.99
Months 13-24 bill \$179.99
Regular pricing thereafter \$262.99 [details](#)

Service address: [edit](#)
1600 S. Broad Street
Philadelphia, PA 19148

Customize Your Cable TV

Additional Equipment

Standard Cable Box	Standard DVR	HD Cable Box	HD DVR
<input type="checkbox"/> \$6.95/month \$17.95 once*	<input type="checkbox"/> \$15.95/month \$17.95 once*	<input type="checkbox"/> \$6.95/month \$17.95 once*	<input type="checkbox"/> \$16.95/month \$17.95 once*

*For each piece of equipment, we will charge a one-time fee of \$17.95 to activate the outlet in your home. Activation fee for this order: \$0.00

Upgrades

HD \$9.95 a month

Premium Channels - Details - \$10.95 each

HBO SHOWTIME CINEMAX STARZ THE MOVIE CHANNEL

Add Subscription Channels - Details - View All

Disney Family Movies On Demand (Add 5.95/month)
 Howard Stern On Demand (Add \$5.00/month)
[View More](#)

Seasonal Sports Packages - Details - View All

NHL, Center Ice - Early Bird

No Thanks
 I'll make 4 payments of \$40.95
 I'll make a single payment of \$163.80
[View More](#)

Add to order

Check out

The options overlay displays the options available for the line of business selected and any defaults for the selected offer. They also clearly display the price for adding these options, and which options are included in the current price.

1. The options displayed for each line of business are:

- TV
- Additional Equipment
- Service upgrades
- Premium channels
- Subscription programming
- Sports packages

- Internet
- Upgrade Internet speed
- Modem options
- Wireless router options


- Phone
- Directory listing
- International calling plans
- Second Phone line
- Optional phone jacks

(Design Note: The selection of the phone number or porting of a phone number will be an additional step in the check out flow.)

2. View more links. When more than x items are listed, display the view more link. Clicking this link expands the information. *Design note: I think it's better to display everything since we don't offer that many items. So do we need this functionality?*

3. Add to order. Clicking this closes the overlay and displays the cart with any changes displayed and totals recalculated.

Payments and Billing



Products > Shopping cart > **Payments & Billing** > 4. Review & Submit

Billing information

1 First Name:
Last Name:
Phone Number: () -

2 Service address: 1600 S. Broad Street [Edit](#)
Philadelphia, PA 19148

3 Billing address is same as service address
 Enroll me in [Eco-bill](#) (bill will be sent to the email address you provide below.) **4**

E-mail Address:
(Please use a valid e-mail address so we can communicate with you regarding your order.) **5**

Re-type E-mail:
 Comcast may contact me by e-mail with information regarding new offers.

7

Cart

HD Premier XF with \$200 Visa Card \$159.99

DVR \$15.99
Activation fee \$17.95
Modem lease \$3.00

Total first bill \$198.99
Doesn't include taxes

6 We must verify who you are...

Comcast asks for your partial social security number so we can verify your identity before establishing an account in your name. We do not store the digits you provide; they are securely transmitted to a credit bureau, where your identity is verified. *Unless specifically requested, we will not conduct a credit check.*

Last 4 digits of your Social Security Number: *** - ** -
Date of Birth: / /

If you do not want to provide the information requested, you can present your identification in person at a [local Comcast office](#) or a Comcast Live [Chat Representative](#) can explain your options for opening an account.

The products in your cart require a credit check or deposit

Based upon the products and services you have selected, either a credit check or a refundable deposit is required before we can establish your account. See the [Comcast Deposit Policy](#) for details. Please select an option below:

I authorize Comcast to conduct a credit check with the information I've provided
OR
 I will pay the deposit of \$(200.00). Comcast will not conduct a credit check.

A Comcast Live [Chat Representative](#) can explain your options for opening an account.

8 Set up online access to your account. You'll be able to change install dates and more.

Username
password

Still have questions?
[Chat now with a chat rep](#) or call us at 1-800-COMCAST.

Common Questions

[Why does Comcast verify my identity?](#)
[What happens to my deposit?](#)
[Will a credit check hurt my credit?](#)
[What happens if I don't pass the credit check?](#)
[More common questions](#)

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Because this page is a minor redo of the 2.4 page, I'm only documenting the new stuff. I can merge the 2.4 documentation with this new stuff this week.

1. Billing Information (should this be Name and Contact?)

First name
Last name
Phone number
These follow the same rules as today.

2. Service address. Displayed in text. Edit link allows the user to edit address in an ajax layer.

3. Billing address same as service address. Defaults to checked. If unchecked by user, billing address field display in ajax expansion. Fields: Street address, Apt/Unit #, City, State, Zip.

4. Eco-bill. Defaults to checked. If unchecked by user, page should tell user that the bill will now be sent via mail. Eco-bill link should explain what Eco-bill is in an ajax layer.

5. Email address/Retype email address: same rules as today.

6. Pos ID and Credit check. Same rules as 2.4.

7. Cart. Displays the items with costs in cart. If localized, the taxes and fees also display.

8. Username and password for .com. User enters a username and password. On submit, the system validates that the username is available. If not, an error saying that the username is taken and to try again.

TBD: User ID setup for Comcast.com, Terms and Conditions for Ecobill.

Review



Products Shopping cart Payments & Billing **Review & Submit**

Your account will be set up as follows

Contact information
Pat Walters
555-555-5555
patwalters@gmail.com

Service address
1638 S. 13th Street
Philadelphia, PA 19148

Billing address
1638 S. 13th Street
Philadelphia, PA 19148

We will install the following services on **Tuesday, February 23 between 10 am and 12 noon.** [Edit](#)

HD Premier XF with \$200 Visa card [Remove](#)
24 month contract \$159.99

Digital Cable [Edit](#)
HD Cable Box Included
Activation fee for 1 box (\$17.95 for each box) \$17.95
HD Service fee Included
HBO, Starz, Cinemax, Showtime, The Movie Channel, Encore Included

High-Speed Internet [Edit](#)
12 mbps download/3 mbps upload Included
Modem lease fee \$3.00

Digital Voice Unlimited [Edit](#)
Local and Long Distance calling Included
Call waiting and other features Included

Professional Installation Included

[Taxes and fees](#) \$9.99

Total first bill \$198.89

Second month's bill \$162.99 [details](#)
Months 13-24 bill \$179.99 [details](#)
Regular pricing thereafter \$262.99 [details](#)

I agree to the following Terms and Conditions.
[Ecbill](#)
[Contracts](#)

Submit order **1**

Order at no risk with our 30 day guarantee. If at any time during the first 30 days after installation of your services, you aren't totally satisfied, we'll refund all your money. [See details.](#)

Still have questions?
[Chat now with a chat rep](#) or call us at 1-800-COMCAST.



Same rules as the cart page, except the Edit links have been moved slightly and the focus is a bit different.

1. **Submit order.** Submits order and displays confirm page.
2. **Agree to terms and conditions.** The default is unchecked. Links dynamically display based on items that have to be acknowledged by user. Clicking links show the terms and conditions ([pdf?](#) [Html?](#))

If the user doesn't check the box, an error is displayed saying they must agree to the terms and conditions in order to submit order.

Confirm



Thank you for your order!
A copy of this confirm has been sent to patwalters@gmail.com.

Your confirmation number is XXXXXXXX.
Your new account number is XXXXXXXX.

Print for your records

1

Save

2

Your account will be set up as follows

Contact information

Pat Walters
555-555-5555
patwalters@gmail.com

Service address

1638 S. 13th Street
Philadelphia, PA 19148

Billing address

1638 S. 13th Street
Philadelphia, PA 19148

Common Questions

[What do I have to have ready when the installer arrives?](#)

[What if I want to make changes to my order before the installer arrives?](#)

[More common questions](#)

We will install the following services on
Tuesday, February 23 between 10 am and 12 noon.

HD Premier XF with \$200 Visa card

24 month contract \$159.99

Digital Cable

HD Cable Box	Included
Activation fee for 1 box (\$17.95 for each box)	\$17.95
HD Service fee	Included
HBO, Starz, Cinemax, Showtime, The Movie Channel, Encore	Included

High-Speed Internet

12 mbps download/3 mbps upload	Included
Modem lease fee	\$3.00

Digital Voice Unlimited

Local and Long Distance calling	Included
Call waiting and other features	Included

Professional Installation Included

[Taxes and fees](#) \$9.99

Total first bill \$198.89

Second month's bill	\$162.99	details
Months 13-24 bill	\$179.99	details
Regular pricing thereafter	\$262.99	details

3

Now that you have placed your order, start watching TV now!

Premium shows are now available to comcast subscribers at Fancast.com.

4

Next Steps:

1. If you live in public housing, you need a letter from your landlord stating that you can have services installed.
2. Customer Central. Log in to make changes to your installation date.

Confirmation prominently tells the user that the order was received and that a copy has been sent to their email address. It also displays the confirmation number and the account number (are they different?).

1. **Print for your records.** Allows user to print page.

2. **Save.** Allows user to save a pdf version to their computer.

3. Watch now on Fancast. Call out that user can now watch on Fancast.

4. **Next steps, public housing message.** Text about what needs to be done before installer arrives. This should only display when the user is getting professional installation.



Alternative wireframes or flows

Ideas/concepts that are being explored



From \$99/month
 HD Triple Play!
 \$150 gift card and No HD service or equipment fees!
 Get fast Internet, reliable phone service and Everything you need to experience true HD.

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[How do I find my comcast ID?](#)
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 TV and Internet!
 Get fast Internet, and all the benefits of digital TV with on demand for one low price.

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[How do I turn off paper statements?](#)
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TV What's on TV? Channel Lineup On Demand	Internet Security Downloads Service outages Comcast.net Check email	Phone Features Check voicemail	Billing Pay your bill Payment Centers Update account	Comcast Careers
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[What's a contract?](#)
[What can I do on Comcast.com?](#)

Cart details should expand as you add different things and be a simple list of items.

First month's bill	
Digital Starter with Performance High-Speed Internet 24 month contract	\$69.99
Standard Cable Box	Included
HD Cable Box	\$6.95
HD Service upgrade	\$9.95
Activation fee for 3 boxes (\$17.95 for each box)	\$53.85
HBO (3 months free special)	Included
Disney Family Movies on Demand	\$5.95
Modem lease fee	Included
Wireless Router	\$99.00
Digital Voice (Phone) add on	\$10.95
Self Installation kit	Included
Total for first month (excluding local taxes and fees which you'll see on the review page before you submit your order)	\$202.75

First month's bill	
Digital Starter with Performance High-Speed Internet 24 month contract	\$69.99
Standard Cable Box	Included
Activation fee for 1 box (\$17.95 for each box)	\$17.95
HBO (3 months free special)	Included
Disney Family Movies on Demand	\$5.95
NHL (4 payments of \$29.99)	\$29.99
Modem lease fee	Included
Wireless Router	\$99.00
Digital Voice (Phone) add on	\$10.95
Self Installation kit	Included
Total for first month (excluding local taxes and fees which you'll see on the review page before you submit your order)	\$202.75

First month's bill	
Digital Starter with Performance High-Speed Internet 24 month contract	\$69.99
Standard Cable Box	Included
Activation fee for 1 box (\$17.95 for each box)	\$17.95
Modem lease fee	Included
Self Installation kit	Included
Total for first month (excluding local taxes and fees which you'll see on the review page before you submit your order)	\$202.75



Products



Shopping cart



Payments & Billing



Review & Submit

TV + Internet offers

Show only

TV + Internet

Digital Starter with Performance As seen on TV **\$69.99**/month for 6 months

Marketing image or video

includes

1 standard cable box	80+ Digital channels	15 Mbps internet
----------------------------	----------------------------	---------------------

[View details](#)

Add to cart

- Triple Play
- TV + Internet**
- TV + Phone
- Internet + Phone

- TV
- Internet
- Phone
- Home security

TV + Internet

Digital Preferred with Performance Plus 2 Year contract **\$79.99**/month for 12 months
\$99.99/months 13-24

includes

1 standard cable box	100+ Digital channels	15 Mbps internet
----------------------------	-----------------------------	---------------------

[View details](#)

Add to cart

Still have questions?
[Chat now with a chat rep](#) or call us at
 1-800-COMCAST.

Common Questions

[What happens if I cancel?](#)

[What if I don't like the service?](#)

[What extra fees or hidden charges are there?](#)

[More common questions](#)





- Products**
- Shopping cart
- Payments & Billing
- Review & Submit

All products for 1000 Carlisle street, Philadelphia, PA 19145

- Marketing push offers**
- Triple Plays**
- Double Plays**
- Single Plays**

Show only offer with

- Triple Play
- TV + Internet**
- TV + Phone
- Internet + Phone

- HD
- TV
- Internet
- Phone
- Home security

Still have questions?
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1-800-COMCAST.

