

(855) 407-2075

Acceptable Use Policy

for High-Speed Internet Services



Why is Comcast providing this Policy to my business?

Comcast's goal is to provide its customers with the best commercial Internet service possible. In order to help accomplish this, Comcast has adopted this Acceptable Use Policy (the "Policy"). This Policy outlines acceptable use of Comcast Business Services Internet service, including Comcast-provided Wi-Fi Internet service, Ethernet services, other Internet-based communications services and any other Comcast Business service that links to or references this Policy (each and collectively, the "Service"). This Policy is in addition to any other restrictions contained in any applicable terms and conditions or other agreements for [Small Business](#) or [Enterprise services](#). All capitalized terms used in this Policy that are not defined here have the meanings given to them in the applicable Small Business and Enterprise Services agreements (each and collectively, "Business Services Agreements").

All Comcast Business Services customers and all

others who use the Service (the “customer,” “user,” “you,” or “your”) must comply with this Policy. Your business’s or your user’s failure to comply with this Policy could result in the suspension or termination of its Service account. In these cases, termination or other charges may apply. Therefore, you should take steps to ensure that end users who use the Service are aware of this Policy and agree to abide by it. If your business does not agree to comply with this Policy, it must immediately stop all use of the Service and notify Comcast so that it can close your business’s account.

Does this Policy apply to my use of Comcast Business Services WiFi-identified services inside and outside of my premises and in public places?

This Policy applies to your use of the Service if you are a Comcast Business Services customer who accesses Comcast-provided Business Services Wi-Fi-identified services inside or outside of your premises or in public places using a Comcast Business Services login and password. You can learn more about Comcast-provided Wi-Fi services by going to <http://business.comcast.com/learn/internet/business-internet>.

How will my business know when Comcast changes this Policy and how will it report violations of this Policy?

Comcast may revise this Policy from time to time by posting a new version on the website at

<https://business.comcast.com/customer-notifications/acceptable-use-policy> or any successor URL(s) (the "Website") or by communicating it in another manner as described below. For a copy of this document, please call 800-391-3000 or go to [the website](#). Comcast will use reasonable efforts to make customers aware of any changes to this Policy, which may include sending email announcements or posting information on the Comcast Business Services website. Revised versions of this Policy are effective immediately upon posting. Accordingly, customers of the Service should read any Comcast announcements they receive and regularly visit the Comcast Business Services website and review this Policy to ensure that their activities conform to the most recent version. Your business can send questions regarding this Policy to, and report violations of it at <https://business.comcast.com/contact>.

To report a child exploitation or another child-related incident involving the Internet, go to <https://internetsecurity.xfinity.com/help/report-abuse>.

Prohibited Uses and Activities

What uses and activities does Comcast prohibit?

In general, the Policy prohibits uses and