

comcast xfinity business phone number

comcast xfinity business phone number is a crucial piece of information for any business seeking to establish or maintain communication services offered by Comcast's Xfinity division. This article aims to provide a comprehensive overview of how to find and utilize the Comcast Xfinity business phone number, the services associated with it, and the benefits it provides to businesses. Whether you are a new customer inquiring about services or an existing customer needing support, knowing how to contact Comcast Xfinity is essential. We will also discuss common inquiries related to the business phone number and provide guidance on how to navigate Comcast's customer service effectively.

- Understanding Comcast Xfinity Business Services
- How to Locate the Comcast Xfinity Business Phone Number
- Why You May Need to Call Comcast Xfinity
- Tips for Effective Communication with Comcast Xfinity
- Additional Resources for Comcast Xfinity Business Customers

Understanding Comcast Xfinity Business Services

Comcast Xfinity offers a range of business services tailored to meet the needs of various businesses, from small startups to large enterprises. These services include internet access, phone services, and advanced solutions like cloud-based applications and security services. The primary aim of these offerings is to ensure that businesses have reliable communication and robust connectivity solutions.

Key Services Offered

The Comcast Xfinity business service portfolio includes:

- **Internet Services:** High-speed internet with different bandwidth options to cater to various business sizes and needs.
- **Business Phone Services:** VoIP phone services, including features such as call forwarding, voicemail, and conferencing capabilities.
- **TV Services:** Professional-grade television services for businesses, including customizable channel packages.
- **Security Solutions:** Comprehensive security services, including surveillance and monitoring systems.

Each of these services is designed to enhance business operations and improve customer engagement, making it essential for businesses to understand how to access support and information regarding these services.

How to Locate the Comcast Xfinity Business Phone Number

Finding the correct Comcast Xfinity business phone number is vital for efficient communication. The number can vary based on the specific services you have or the nature of your inquiry, such as technical support or billing questions.

Official Website

The most reliable way to locate the Comcast Xfinity business phone number is through their official website. Here's how:

1. Visit the Comcast Xfinity business website.
2. Navigate to the 'Contact Us' section.
3. Select the relevant category for your inquiry (e.g., sales, support, billing).
4. Review the provided phone numbers to find the one that suits your needs.

Customer Support Portal

In addition to the website, Comcast provides a customer support portal where you can find assistance based on your account type. If you are a business customer, ensure that you are logged in to access specific contact information.

Why You May Need to Call Comcast Xfinity

There are several scenarios where contacting Comcast Xfinity may be necessary. Understanding these situations can help you prepare for your call and ensure that you get the assistance you need efficiently.

Common Reasons for Contact

Businesses often need to reach out to Comcast Xfinity for various reasons, including:

- **Technical Support:** Issues with internet connectivity, phone services, or TV

services that require immediate attention.

- **Billing Inquiries:** Questions regarding charges, payment plans, or account discrepancies.
- **Service Upgrades:** Inquiries about upgrading existing services or adding new features.
- **Account Management:** Assistance with account changes, such as updating contact information or service addresses.

Being aware of the common reasons for contacting Comcast can streamline your communication process and reduce wait times.

Tips for Effective Communication with Comcast Xfinity

To ensure that your interaction with Comcast Xfinity is as productive as possible, consider the following tips:

Prepare for Your Call

Before calling, gather all relevant information, such as your account number, service address, and any specific questions or issues you want to address. This preparation will help the customer service representative assist you more efficiently.

Be Clear and Concise

When speaking with a representative, clearly state your issue or inquiry. Being concise helps the representative understand your needs quickly, allowing for a faster resolution.

Take Notes

During the call, take notes on the information provided, including any reference numbers, names of representatives, and specific actions to be taken. This can be beneficial for future reference.

Additional Resources for Comcast Xfinity Business Customers

Comcast Xfinity provides various resources to assist business customers beyond phone support. Familiarizing yourself with these resources can enhance your overall experience.

Online Support Center

The online support center offers a wealth of information, including FAQs, troubleshooting guides, and service updates. This can be a valuable resource for common issues or questions.

Community Forums

Engaging in community forums can provide additional insights and solutions from other Comcast Xfinity business customers. These platforms allow users to share experiences and tips for navigating common challenges.

Social Media Channels

Comcast Xfinity is active on various social media channels. You can reach out through these platforms for quick responses and updates on service issues or promotions.

Conclusion

Understanding the importance of the Comcast Xfinity business phone number and the services associated with it is essential for any business. Whether you need technical support, billing assistance, or service upgrades, knowing how to effectively communicate with Comcast Xfinity can significantly improve your business operations. Utilize the resources available, prepare for your calls, and engage with the community for the best possible experience. Comcast Xfinity is committed to providing the support and services necessary for businesses to thrive in today's competitive environment.

Q: How can I find the Comcast Xfinity business phone number?

A: You can find the Comcast Xfinity business phone number by visiting their official website and navigating to the 'Contact Us' section. You can also access this information through the customer support portal by logging into your account.

Q: What should I do if I have a technical issue with my service?

A: If you experience a technical issue, call the Comcast Xfinity business phone number for technical support. Be prepared to provide details about your service and any troubleshooting steps you have already taken.

Q: Is there a different phone number for billing inquiries?

A: Yes, Comcast Xfinity often provides specific phone numbers for different inquiries. Check their website to find the billing inquiries number to ensure you reach the correct department.

Q: Can I manage my account online without calling customer support?

A: Yes, Comcast Xfinity offers an online account management portal where you can view your account details, pay bills, and make service changes without needing to call customer support.

Q: What are the business hours for Comcast Xfinity customer support?

A: Comcast Xfinity customer support hours can vary, but they typically offer support during standard business hours. Check their website for specific hours of operation for business customers.

Q: How do I escalate an issue if my problem is not resolved?

A: If your issue is not resolved, ask the representative for a supervisor or escalate your concern through the customer support portal by submitting a formal complaint.

Q: Are there any fees associated with calling customer support?

A: Generally, there are no fees for calling Comcast Xfinity customer support. However, some services or support might incur charges, so it's best to verify this before calling.

Q: Can I contact Comcast Xfinity through social media?

A: Yes, Comcast Xfinity is active on platforms like Twitter and Facebook, where you can reach out for assistance or updates on services.

Q: What information should I have ready before calling

Comcast Xfinity?

A: Before calling, have your account number, service address, and a clear description of your issue or question ready to expedite the process.

Q: Do I need a specific phone number for business versus residential services?

A: Yes, Comcast Xfinity provides distinct phone numbers for business and residential services. Ensure you are using the business phone number for any inquiries related to business services.

Comcast Xfinity Business Phone Number

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comcast xfinity business phone number: *FCC Record* United States. Federal Communications Commission, 2017

comcast xfinity business phone number: *Refining Design for Business* Michael Krypel, 2014 With a focus on the intersection of design, data, and marketing in business, Michael Krypel's *Refining Design* uses before-and-after screenshots to show the new level of importance design now plays in the world of business and how changing the standard design process most companies follow can add accountability for driving business and customer value. This book demonstrates how to test different design versions with real customers, as well as build segmentation strategies to personalise experiences across a business. Businesses that start to function in the ways described in this book evolve not only their strategies, structures, and people's skill-sets, but their cultures as well, as they become infused with more collaboration, creativity, and accountability. The book walks through visual business cases, with real-world examples of how companies tackled business obstacles by redefining their designs and moved towards transforming their business into best in class optimisation organisations.

comcast xfinity business phone number: **CALIFORNIA OIL AND GAS, A Business of Sports and Economy** Jimmy Hindle, 2016-04-29 An expert craftsmanship of sports journalism and a powerful statement about the business of sports and economy. Certain character depictions are fictitious to convey the utter seriousness of a sport's specification where the ownerships of Champcar waged a boycott against IndyCar and Indianapolis Motor Speedway (IMS). Otherwise, oil and gas is a tightening up of economic realities, the real people on the verge of a financial takeover and how such economies work in relation to Major Leagues Sports in historically speaking the most productive times in U.S. economy. The Heists are back and Phil Elmach driving for James Sedgwick. Only in oil and gas, Elmach joins Jake Coote and the experts in the Sunshine State. Turbochargers made the stealthiest cars, and successively IndyCar's resolution of a sport's escalation costs. To the supercops, the top outfits in the Champcar-IndyCar merger war pose a threat in a downturn economy and the owner-teams recognize that tires aren't the only switch-ups, but teams transferring

into IndyCar. In the shuffle of cash, egos, and clashes, everyone gets caught to the comic drama of staying steps ahead of a supercop. In the chase, the story distinguishes myth from the legendary figures. Miles Deere's epic battles fit the grand schemes. Ground effects sold on American March know-how was a version of Desert Storm on neighboring Area 51 and runs open wheel cars in excess of constructor rules. The Heists have nabbed the technology, or at least former American March Jake Coote as advisor-teammate to Elmach's own answers.

comcast xfinity business phone number: *Media, Telecommunications and Business Strategy* Richard A. Gershon, 2020-07-19 As the clear lines and historic boundaries that once separated broadcasting, cable, telephone and Internet communication dissolve, this comprehensive new edition examines the relationship and convergence patterns between industries by exploring the effects of digitalization in media and information technology. With today's dynamic and rapidly evolving communication environment, media managers need to have a clear understanding of the different delivery platforms as well as critical management and planning strategies going forward. Advancements in new media and communication technology coupled with a rapidly changing global economy promise a new set of hybrid-media companies that will allow for the full integration of information and entertainment services and give new meaning to the term programming. This book provides a detailed look at seven key sectors of the media and telecommunications field as well as ongoing changes within the industry. The new edition includes updated research throughout including material on major business and technology changes as well as the importance of digital lifestyle reflected in E-commerce and developments in Over-the-Top Video-streaming services. Special attention is given to such areas as strategic planning, innovation, marketing, finance and leadership. Perfect for courses in media management and media industries, as well as professional managers, this book serves as an important reference guide during this transitional time.

comcast xfinity business phone number: *State of Wireless Communications* United States. Congress. Senate. Committee on Commerce, Science, and Transportation. Subcommittee on Communications, Technology, and the Internet, 2014

comcast xfinity business phone number: *Communication Technology Update and Fundamentals* August E. Grant, Jennifer Harman Meadows, 2012 How do people in business keep up with the trends, and how do they differentiate good information from bad information? How do they consider the environmental and sustainability issues surrounding communication technology? This book answers these questions. -- Provided by publisher.

comcast xfinity business phone number: *Google+ for Business* Chris Brogan, 2012 Reveals why Google+ offers business opportunities available nowhere else. Take advantage of links between Google+ and Google search - Define the best Google+ strategy and tactics for your business - Integrate Google+ into your current online/digital strategiesL - Use Circles to organize your contacts and interactions more effectively - Master warm selling on Google+ - Build a simple, low-cost content strategy around Google+ etc.

comcast xfinity business phone number: *X: The Experience When Business Meets Design* Brian Solis, 2015-10-13 Welcome to a new era of business in which your brand is defined by those who experience it. Do you know how your customers experience your brand today? Do you know how they really feel? Do you know what they say when you're not around? In an always-on world where everyone is connected to information and also one another, customer experience is your brand. And, without defining experiences, brands become victim to whatever people feel and share. In his new book *X: The Experience When Business Meets Design* bestselling author Brian Solis shares why great products are no longer good enough to win with customers and why creative marketing and delightful customer service too are not enough to succeed. In *X*, he shares why the future of business is experiential and how to create and cultivate meaningful experiences. This isn't your ordinary business book. The idea of a book was re-imagined for a digital meets analog world to be a relevant and sensational experience. Its aesthetic was meant to evoke emotion while also giving new perspective and insights to help you win the hearts and minds of your customers. And, the design of this book, along with what fills its pages, was done using the principles shared within.

Brian shares more than the importance of experience. You'll learn how to design a desired, meaningful and uniform experience in every moment of truth in a fun way including: How our own experience gets in the way of designing for people not like us Why empathy and new perspective unlock creativity and innovation The importance of User Experience (UX) in real life and in executive thinking The humanity of Human-Centered Design in all you do The art of Hollywood storytelling from marketing to product design to packaging Apple's holistic approach to experience architecture The value of different journey and experience mapping approaches The future of business lies in experience architecture and you are the architect. Business, meet design. X

comcast xfinity business phone number: *Sales and Revenue Generation in Sport Business* David J. Shonk, James F. Weiner, 2021-10-20 Sales and Revenue Generation in Sport Business provides a comprehensive overview of the many ways in which sport organizations generate revenues across all avenues and segments of the industry. Readers will learn a practical approach to sales and how to apply the method for a successful career.

comcast xfinity business phone number: *The Business of Media Distribution* Jeff Ulin, 2013-10-15 First published in 2013. Routledge is an imprint of Taylor & Francis, an informa company.

comcast xfinity business phone number: *The 100 Best Stocks to Buy in 2014* Peter Sander, Scott Bobo, 2013-10-08 Now is the time to make money! Although you've seen the market grow in 2013, you've also watched it swing on concerns over the European debt crisis and political conflict over spending, taxes, and the debt ceiling. Now, you're wondering where you should be putting your money for maximum safe return. With *The 100 Best Stocks to Buy in 2014*, you can reap high earnings with stock picks that have consistently beaten the market average. Inside, you'll find an evaluation of the current state of the market as well as information on: Significant investment opportunities, including exchange-traded funds (ETFs). Balancing a portfolio between aggressive and safety stocks. Low-volatility investing, today's most important investment trend. An essential guide for anyone investing in today's market, *The 100 Best Stocks to Buy in 2014* offers solid and dependable advice that you can take to the bank.

comcast xfinity business phone number: *The 100 Best Stocks You Can Buy 2012* Peter Sander, Scott Bobo, 2011-10-18 As the economy recovers, the stock market has soared. And you--you're looking for profitable places to put your money. Well, search no further! The stocks listed in previous editions of this book have consistently beaten the market average by more than 6 percent. In addition to naming 100 top-performing investments, this newest edition of this classic guide will tell you how to: Reduce risk Develop an investment strategy Evaluate value Know when to buy and when to sell Invest for retirement Whether you're a first-time stock buyer or an experienced trader, this quick-reference volume remains your essential and trusted tool for building your investment portfolio.

comcast xfinity business phone number: *The SAGE Encyclopedia of Journalism* Gregory A. Borchard, 2022-01-28 Journalism permeates our lives and shapes our thoughts in ways that we have long taken for granted. This set covers all significant dimensions of journalism, such as print, broadcast, and Internet journalism; U.S. and international perspectives; and history, technology, legal issues and court cases, ownership, and economics. The encyclopedia consists of signed entries from scholars, experts, and journalists.

comcast xfinity business phone number: *Home Automation* Lisa Montgomery, Editor, Electronic House Magazine, 2014-09-12 Smart home, automated home, connected home or intelligent home. Whatever you call it, a home that's able to take the drudgery out of common, everyday tasks is something that every family can appreciate. In this inaugural book about home automation you'll learn how to incorporate the right types of products and systems into your house to achieve a new level of comfort, convenience, safety and efficiency. The book walks you step-by-step through the process of automating your home, and because automation systems are able to control just about anything electronic you can imagine, we've provided plenty of practical ideas. In 10 Key Features of a Home Automation System and Automation Ideas for Every System of

Your House you'll gather more than enough recommendations to get started in your automation endeavor. No matter how many great ideas you gather from our Home Automation book, though, it's important that the system you buy today incorporates the most recent iterations of control technologies. We've followed the automation trends, put them into perspective, and offer advice on the critical new updates, upgrades and upstarts you'll want to look into when selecting a system. In addition to deciding what you want your automation system to do, you'll want to determine whether you'd like to install the system yourself or hire a professional to handle the task. Both methods offer their own unique set of advantages and disadvantages, so be sure to read *DIY or Professionally Installed?* before making your decision. You'll also want to check out our comprehensive directory of home automation manufacturers before taking the plunge. Finally, we finish the book with a series of finished automation installations, which range from a basic starter package in a condo to a full-blown, bells-and-whistles system for a bigger house. You'll see what types of features that owners of these homes chose to incorporate and hear how automation is truly making a difference in their lives. The technology has been so carefully designed and meticulously installed, that you may not even notice it in the full-color photography of many of the rooms where lights, motorized window shades and A/V equipment have been automated to dim, brighten, turn on and off, open and close and adjust and reset, based on the time of day, occupancy or the single touch of a button.

comcast xfinity business phone number: Global Communication Thomas L. McPhail, Steven Phipps, 2019-10-11 Discusses the players, theories, and trends that affect how the world communicates and gets their information This book is the most definitive text on multinational communication and media conglomerates, exploring how global media influences both audiences and policy makers around the world. Comprehensively updated to reflect the many fast moving developments associated with this dynamic field, this new edition investigates who and where certain cultural products are coming from and why, and addresses issues and concerns about their impact all over the world. *Global Communication: Theories, Stakeholders and Trends, 5th Edition* is framed by two theories. One is World System Theory (WST), which views nations through an economic lens. The other, Electronic Colonialism Theory (ECT), views nations through a cultural lens. Through these theories, the book examines broadcasting, mass media, and news services ranging from MSNBC, MTV, and CNN to television sitcoms and Hollywood export markets. It investigates the roles of the major players, such as News Corp, Sony, the BBC, Disney, Bertelsmann, Viacom, or Time Warner, and probes the role of advertising and the Internet and their ability to transcend national boundaries and beliefs. New chapters look at the growing importance and significance of other major regions such as the media in the Middle East, Europe, and Asia. Outlines the major institutions, individuals, corporations, technologies, and issues that are altering the international information, telecommunication, and broadcasting order Focuses on a broad range of issues, ranging from social media and new services like Netflix, as well as Arab and Asian media Explains and interprets three major movements or theories: NWICO, Electronic Colonialism, and World System Theory Includes major updates to the chapter on the Internet to incorporate global events over the last 5+ years (such as Russian use thereof, Facebook, Google) Looks at how streaming services such as Netflix, Amazon, Spotify, and more have emerged as dominant players in world entertainment Offers an updated instructor's website with instructor's manual, test banks, and student activities *Global Communication: Theories, Stakeholders and Trends, 5th Edition* is intended as an upper-level, undergraduate text for students in courses on International/Global Communication, Global Media/Journalism, and Media Systems in Journalism, Communications, or Media Studies Departments.

comcast xfinity business phone number: A Commercial Law of Privacy and Security for the Internet of Things Stacy-Ann Elvy, 2021-07-29 Elvy explores the consumer ramifications of the Internet of Things through the lens of the commercial law of privacy and security.

comcast xfinity business phone number: Monopolized David Dayen, 2020-06-09 From the airlines we fly to the food we eat, how a tiny group of corporations have come to dominate every aspect of our lives—by one of our most intrepid and accomplished journalists If you're looking for a

book . . . that will get your heart pumping and your blood boiling and that will remind you why we're in these fights—add this one to your list. —Senator Elizabeth Warren on David Dayen's Chain of Title

Over the last forty years our choices have narrowed, our opportunities have shrunk, and our lives have become governed by a handful of very large and very powerful corporations. Today, practically everything we buy, everywhere we shop, and every service we secure comes from a heavily concentrated market. This is a world where four major banks control most of our money, four airlines shuttle most of us around the country, and four major cell phone providers connect most of our communications. If you are sick you can go to one of three main pharmacies to fill your prescription, and if you end up in a hospital almost every accessory to heal you comes from one of a handful of large medical suppliers. Dayen, the editor of the American Prospect and author of the acclaimed Chain of Title, provides a riveting account of what it means to live in this new age of monopoly and how we might resist this corporate hegemony. Through vignettes and vivid case studies Dayen shows how these monopolies have transformed us, inverted us, and truly changed our lives, at the same time providing readers with the raw material to make monopoly a consequential issue in American life and revive a long-dormant antitrust movement.

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comcast xfinity business phone number: The Internet For Dummies John R. Levine, Margaret Levine Young, 2015-03-02 Get up and running on the Internet—the fast and easy way If you're an Internet newcomer and want to get up to speed without all the intimidating technical jargon, The Internet For Dummies has you covered. With over 5,000,000 copies sold*, The Internet For Dummies is the #1 choice for Internet newcomers. Inside, you'll discover how to make the most of the Internet, get accustomed to popular sites, find the information and items you need fast, and stay away from the bad stuff floating around online. Catches you up on the latest online trends, from social networking sites to blogs and more Includes the latest on Google Chrome, getting good search results, and sharing files Covers choosing and connecting to an Internet provider, establishing an e-mail account, getting on the web, and finding the sites that matter most Now in its 14th edition, The Internet For Dummies covers the latest social networking tools, browser features, connection options, safety features, and so much more. Starting out with the basics, it walks you through getting online, picking an Internet provider, getting to know the different web browsers, dealing with e-mail and connecting with friends, finding the hottest sites to share photos and videos—and everything in between. *Includes all formats and all editions

comcast xfinity business phone number: Coordinating the Internet Fredrik Lindeberg, 2019-12-10 Många självklarheter i vårt digitala samhälle är beroende av Internet för att fungera. Allt från smarta dörrar för hemtjänster, till självscanningsapparaterna på ICA, till nyare bilar, moderna tillverkningsrobotar, telefoner och affärssystem. Den här licentiatavhandlingen reder ut vad Internet är, hur det styrs och vad det har för praktiska konsekvenser. Tidigare forskning finns bland annat inom telekommunikation där Internet liknas vid andra telekommunikationstjänster, så som kabel-TV eller mobiltelefoni, och inom digitalisering både inom management och informationssystem där Internet i det närmaste tas för givet som teknisk infrastruktur. Här tar jag en ansats där jag förklarar Internet ur ett kombinerat tekniskt och organisatoriskt perspektiv. Studien är principiellt uppdelad i tre delar. Den första delen fokuserar på att begreppsmässigt hitta ett sätt att diskutera

Internet utan att essentiella aspekter faller bort, såsom styrningen eller konsekvenser av den tekniska designen. Jag landar i att Internet är både ett tekniskt och ett organisatoriskt fenomen. Tekniskt i bemärkelsen att det handlar om digital paketbaserad kommunikation (dvs att olika paket kan ta olika väg och att det inte finns ett beroende på en viss specifik väg, eller "krets"), vilket kan särskiljas från exempelvis kretskopplad kommunikation (dvs en specifik väg från sändare till mottagare) eller rent analog kommunikation. I denna tekniska dimension är Internet förhållandevis likt klassisk telekommunikation såsom kabel-TV och mobiltelefoni, och förlitar sig på best-effort paketbaserad kommunikation. I den andra dimensionen, styrning och organisation, är Internet ett explicit bottom-up fenomen som styrs med andra principer och ideal än klassisk telekommunikation. Till sin utformning är denna minsta möjliga koordination som krävs för att möjliggöra koordinering av de tekniska unika identifierare som behövs för att Internet ska fungera (dvs idag DNS- och BGP-flororna av protokoll för användning av namn och nummer på Internet). Båda dimensionerna, de organisatoriska och tekniska, följer samma designprinciper, och generellt är det meningsfullt att se Internet som en ekologi av aktörer snarare än en organisation i strikt teoretiska termer (exempelvis finns ingen tydlig övergripande strategi, organisationsnummer eller löneutbetalare). Det är dessa designprinciper, som ligger väl i linje med systemarkitektursprinciper för datorsystem, som är orsaken till Internets lager-design där man (generellt) inte ska bry sig om vad som händer på andra lager än sitt eget (beskrivet som "separation of concerns" eller i dubbel negation "high cohesion" i texten) samt att ha en minimalistisk ansats till koordinering och enbart koordinera eller skapa beroenden mellan enheter (både tekniskt och organisatoriskt) när det verkligen behövs (beskrivet som "minimum coordination" eller "low coupling" i texten). Den andra delen fokuserar på hur Internet kan socialt påverkas eller förändras till något annat, eller till något med en annan funktion sett som en styrd organisation. Jag använder begreppet social robusthet, som motpol till teknisk robusthet som i hur man tekniskt kan förstöra Internet, för att diskutera dessa aspekter. Slutsatserna här mynnar ut i att Internets explicita bottom-up och problemsuppdelnings-design gör det märkbart svårt för någon att medvetet påverka Internet för att ändra dess beskaffenhet, och dessutom visar jag att även om man praktiskt lyckas ta över de formellt beslutande råden (exempelvis ICANNs och IETFs styrelser) så finns det inga formella eller praktiska hinder för att bara ignorera dem (dvs switching costs för just ICANN eller IETF är låga, om än tekniskt omständligt med att konfigurera om rötter och routing-tabeller, och betydligt enklare än att gå från IPv4 till IPv6 då utrustning kan behöva ersättas och därmed en betydligt högre switching cost). Med andra ord, det är enklare att byta ut Internets koordinerare än att byta ut Internet mot något som fungerar annorlunda. Däremot är den rådande politiska världsordningen ett hot mot Internet, eftersom den regelstyrda och koordinerade världsordningen inte längre är lika självklar som den varit tidigare. Den tredje och sista studien fokuserar på nätneutralitet, dvs rätten nätverksoperatörer har att fånga värde i andra dimensioner än trafikmängd, som en praktiskt effekt av hur Internet styrs och fungerar. Det primära praktiska bidraget är att nätneutralitet inte får ses som enbart en reglerings och lagstiftningsfråga utan det är mer relevant att prata om i termer av nätneutralitet i praktiken. I den bemärkelsen är lagstiftningens vara eller inte vara mindre intressant än praktisk nätneutralitets vara eller inte vara och en tyngdpunktsförskjutning i den offentliga debatten hade fört diskussionen närmare hur Internet fungerar. Sammanfattningsvis ger Internets designprinciper att marknadskrafter, och ej direkt reglering, ska möjliggöra nätneutralitet. För att förtydliga, tanken är att det ska finnas konkurrens inom de flesta nivåer eller lager, och att det är av vikt att det finns konkurrens rakt igenom så att en kundvilja för paketneutralitet på tjänstenivå även påverkar nätägar- och infrastrukturnivå, så att det är användarnas efterfrågan som leder till nätneutralitet (om den användarviljan finns). Dock kan det mycket väl vara så att man som användare inte är intresserad av nätneutralitet och då ska tjänsteleverantörer, nätägare och infrastrukturoperatörer inte heller tvingas vara neutrala genom lagstiftning då det går stick i stäv med designprinciperna. Inte heller ska en grupps vilja kring nätneutralitet påverka andras möjligheter att välja. Genomgående identifierar jag två kolliderande världsbilder, den distribuerade regelstyrda och koordinerade ordningen i sitt perspektiv med sina förkämpar, och den mer

integrerande och suveräna världsordningen med sitt perspektiv och sina förkämpar. Rent praktiskt uppfyller Internet en önskad funktion i den tidigare men ej i den senare, då Internet designmässigt är byggt för att tillåta snarare än kontrollera och bestämma. Exempelvis finns det inte inbyggda (tekniska) mekanismer i Internet för att till exempel möjliggöra statlig övervakning eller kontroll av material som finns tillgängligt, och då ligger det mer i statens intresse att ha kontrollerade telekommunikationstjänster, såsom kabel-TV, mobiltelefoni och liknande lösningar där man inte helt enkelt kan lägga på ett "extra lager" för att uppnå kryptering, anonymitet eller tillgång till andra tjänster. I texten använder jag perspektiven tillsammans med teknologi, marknader och byråkrati för att fånga upp dynamiken och strömningarna i Internet-ekologin och jämför med tekniska samhällsförändringar, som exempelvis järnvägsnät, postverk och finansiella marknader. Jag konstaterar att Internet har varit styrt av teknologiskt baserade värderingar, till skillnad från de andra exemplen som i huvudsak har utformats av dynamiken mellan byråkrati och marknad. I denna mån förelår jag att teknologi kan användas som strömning och motperspektiv till den klassiska uppställningen med byråkrati och marknad för att beskriva fenomen i digitaliseringens tidsålder. Avhandlingen sätter även pågående trender i ett bredare perspektiv mot både organisation och teknik, och trycker på vikten av att förstå delarna var för sig och tillsammans för att på ett rikare sätt måla upp helheten. The modern society is to a large extent Internet-dependent. Today we rely on the Internet to handle communication for smart doors, self-scanning convenience stores, connected cars, production robots, telephones and ERP-systems. The purpose of this thesis is to unbundle the Internet, its technology, its coordination, and practical and theoretical consequences. Earlier research has, in telecommunications, focused on the Internet as one of many potential telecommunications services, such as cellphones or cable-TV, and the management and information systems field has by and large treated the Internet as black-boxable infrastructure. This thesis explains the Internet from the combined perspectives of technology and coordination. This text contains three empirical studies. The first is focused on conceptualizing and discussing the Internet in a meaningful way using both technology and coordination frameworks. I unceremoniously conclude that the Internet is both a technological and a coordination phenomenon and neither of these aspects can be ignored. The Internet is technological in that it concerns digital packet switched digital communication (as opposed to circuit switched) or purely analog communications. The technological dimension of the Internet is similar in its constituency to classical telecommunications networks, and has best-effort mechanisms for packet delivery. In the other dimension, coordination, the Internet is an explicit bottom-up phenomenon minimally coordinated (or governed) by other ideals than classical telecommunications networks and systems. At its core this least necessary coordination concerns technical unique identifiers necessary for inter-network communication (in practice today manifested as naming with the DNS protocol suite, and numbering with the BGP protocol suite). Both dimensions follow similar design characteristics; the design of the technical Internet is similar to the design of the coordination of the Internet. These design principles, which are well aligned with software design principles, is the cause of the Internet's layered design ("separation of concerns" in practice) and minimal view of coordination (the "least coordinated Internet"). In general terms it is fruitful to view the Internet and involved actors as an ecology, rather than one organization or entity in need of governance or control. The second study looks at the social resilience of the Internet. That is, is it possible through social means to change what the Internet is or can be viewed as. I use social resilience as a counterpart to technical resilience, i.e. resilience to technical interference. In essence, the bottom-up and separations of concerns design of the coordination aspect of the Internet minimizes possible influence of actors intent on mission disruption. I also practically show that even a take-over of the central councils have little effect the constituency of the Internet, since these councils are not invested with formal powers of enforcement. This thesis suggests that the cost of switching from ICANN and IETF to another set of organizations is quite low due to the nature of the coordination of the Internet, compared to for example, switching all equipment to IPv6 capable equipment. However, the current political situation is a threat to the current Internet regime, since an international and rule-based

world order is no longer on all states' agendas. The final empirical study focus on the practical and theoretical implications of the Internet on the case of net neutrality. The primary contribution is that de facto and de jure net neutrality differ in practice, and as such de facto net neutrality deserves more attention. Also, I suggest that any regulation, either for or against net neutrality, is problematic, since such regulation would interfere with the inherent coordination mechanisms of the Internet. As such regulation should focus on providing the necessary markets for Internet function given the coordination and design of the Internet. As a net neutrality example, net neutral Internet access options should exist as part of a natural service offering if wanted by customers, not due to direct regulation. Throughout the thesis I identify two colliding world orders, both in terms of digital communication networks and terms of organizing society in general: the rule-based and coordinating order with its champions, and the integrated or sovereign order with its champions. In practical terms, the Internet can be considered a want in the former (the distributed perspective), but not the later (the integrative perspective), since the Internet lacks inherent (technical) controls for surveillance and content control which are necessary in a world order where borders are important. Regardless of if that importance stems from state oversight or intellectual property rights legislation. I use these perspectives together with technology, markets and bureaucracy to catch the dynamics of the Internet ecology. I then compare these dynamics with other technological and societal phenomena, such as railway networks, postal services and financial markets. And conclude that the Internet (as conceptualized in this thesis) can best be explained by technological values, in opposite to the other examples which can best be explained by the dynamics of markets and bureaucracies without any real influence of the values of technology. As such, I suggest that the classical frame of markets and bureaucracy can fruitfully be expanded with technology to better explain the Internet and similar digitization phenomena. This thesis puts current trends in a broader perspective based on technology and organization, where the two perspectives together better can draw the full picture in a rich fashion.

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