

Frequently Asked Cablefinder Questions

We've listed all the frequently asked questions we receive. If you still can't find an answer to your question, please reach out to support@cablefinder.net.

How is CableFinder different from other tools?

CableFinder is different than any other serviceability tool because it enables you to price, quote, and contract services without ever having to send an email to a carrier or telecom services distributor (TSD).

How accurate is the information provided by CableFinder?

CableFinder has direct API integration into carrier portals, meaning it is providing you with real-time information as if you were receiving it from the carrier directly. On the results page, CableFinder reverse engineers the build calculations the carrier uses to determine the minimum MRC required to fund the build. In the pricing catalog, you'll see the most heavily discounted price (including promotions) without having to go to a carrier's Finance Department for additional approvals.

What should I do if CableFinder isn't loading results?

Try clearing your browsing history, logging out of the portal, and logging back in. If you are still having trouble, email support@cablefinder.net.

Why don't I see an address appear when I type a business name in the search bar?

The business address is not registered with Google. Instead of the business name, type in the full USPS address. You may also recommend to the customer that they create a free profile on Google My Business. When they do, you'll be able to pull up the business in CableFinder and also improve the customer's overall search engine optimization (SEO).

What should I do if my desired address isn't serviceable by one of the carriers in CableFinder?

While our team continuously works to add more carriers into our tool, you may manually request a carrier or solution addition on the Contact page of the CableFinder website: Contact Us Fill in the appropriate fields in the contact form and list include in the Message section pertinent and specific information about the carrier or services you're requesting to add to CableFinder. Additionally, you may work with your TSD back office team directly.



What is MRC? What is NRC?

MRC stands for "Monthly Recurring Charges" and NRC means "Non-recurring Charges". An example of MRC is the regularly billed cost of services. An example of NRC is a one-time installation fee.

Can I add my own company logo to a quote generated in CableFinder?

Yes! We added this feature to CableFinder in 2021 in response to user feedback. Send a high-resolution company logo to your TSD back office team, and they will update your organization's profile in our tool so that all quotes generated by your company's CableFinder users will include your company logo.

Why must I confirm that an address has no unit or suite number when generating a quote or contract?

One of the most common reasons for an order to be rejected by a carrier is a missing or inaccurate suite number. By implementing the guardrail of our required radio button feature, CableFinder decreases the likelihood of your order being rejected.

Can I use my own DocuSign license to use the Sign Contract feature?

Yes. If you would like to use your own DocuSign license, use the "Generate Contract" button instead of "Sign Contract".

Why is my multi-site search results spreadsheet blank?

It's likely the original file was not uploaded correctly. Check that you uploaded the file in CSV format, not Excel (XLSX). Also, make sure there is a location name associated with each address.

How do I change my password or profile information?

Hover over your username in the top righthand corner of the portal and choose "View Profile" or "Change Password".