






# Comcast Fiber

## User Guide

Serviceability	Pricing	Quote Generation	Contract Generation	Order Placement
				
API Driven Serviceability	Manual Pricing	PDF Creation	PDF Creation	Contract sent to TSD for order submission

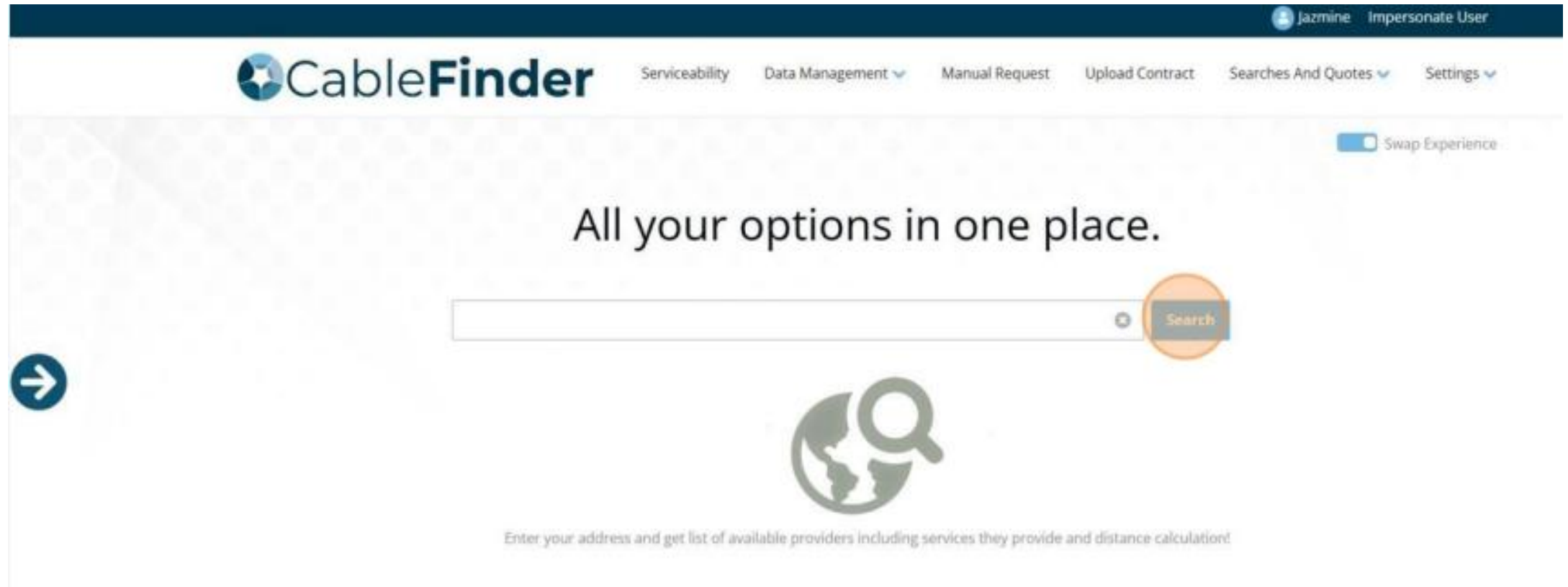
 =API Driven Data       = No API/Manual



1

Click the address bar to type in a business name or address and click “Search”

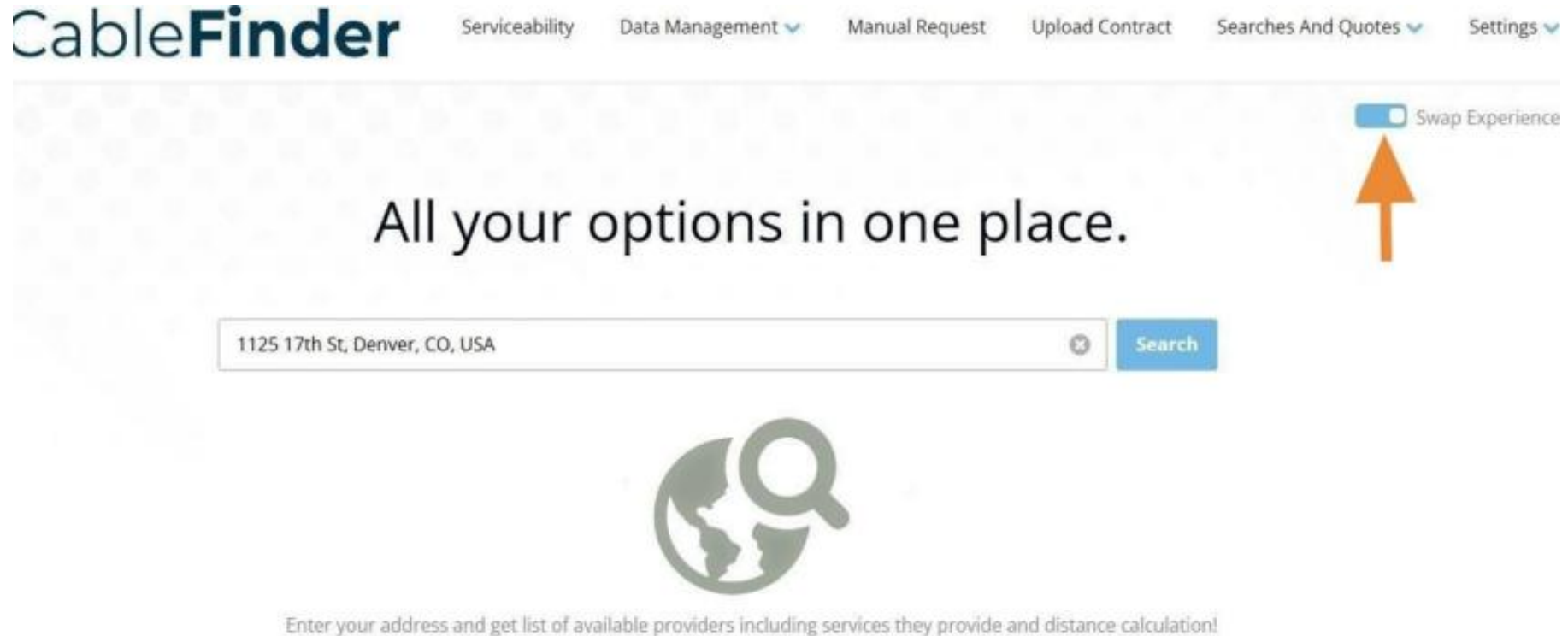
After typing in a business name or address in the search bar, the results page will generate who the provider is, a serviceability description, the anticipated timeframe to install, the max speed, and the products available.



The screenshot displays the CableFinder website interface. At the top, a dark blue navigation bar contains the user name 'Jazmine' and a link to 'Impersonate User'. Below this, the 'CableFinder' logo is prominently displayed on the left, followed by a horizontal menu with links: 'Serviceability', 'Data Management' (with a dropdown arrow), 'Manual Request', 'Upload Contract', 'Searches And Quotes' (with a dropdown arrow), and 'Settings' (with a dropdown arrow). On the right side of the main content area, there is a 'Swap Experience' toggle switch. The central part of the page features the heading 'All your options in one place.' above a large, empty search input field. To the right of the input field is an orange circular button with the text 'Search'. A blue circular icon with a white right-pointing arrow is positioned to the left of the search bar. Below the search bar is a large, faint icon of a globe with a magnifying glass over it. At the bottom of the page, a small line of text reads: 'Enter your address and get list of available providers including services they provide and distance calculation!'

2

Options will display as shown in the next steps. Toggle “Swap Experience” in the top right corner to change the view of your results.




☒ Dedicated ☒ Best Efforts ☒ Wireless

Showing 6 results

### Dedicated Service Results

Industry leading fiber, speeds and services

DEDICATED



Serviceable

Green ⓘ

TIME: 45 days

DIST: -


MAX SPEED: 10G

Products

IP-DIA

Configure Pricing

DEDICATED



Serviceable

Green ⓘ

TIME: 30 Days

DIST: -


MAX SPEED: 10G

Products

DIA

Request Pricing

DEDICATED



Serviceable

Green ⓘ

TIME: 30-45 Days

DIST: 159 ft

MAX SPEED: 10G

Products

Fiber

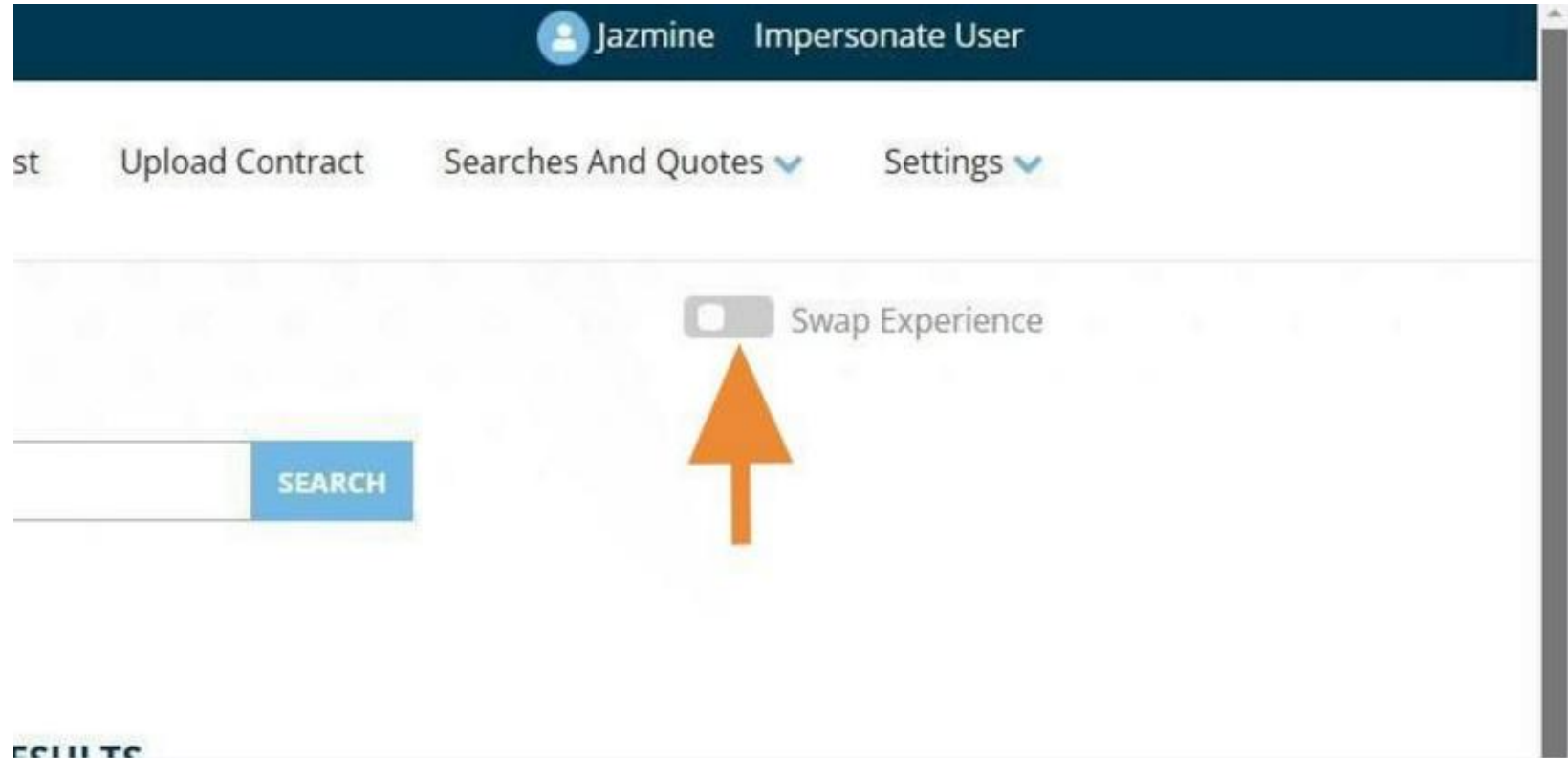
Min MRC

\$344.5

Configure Pricing

DEDICATED

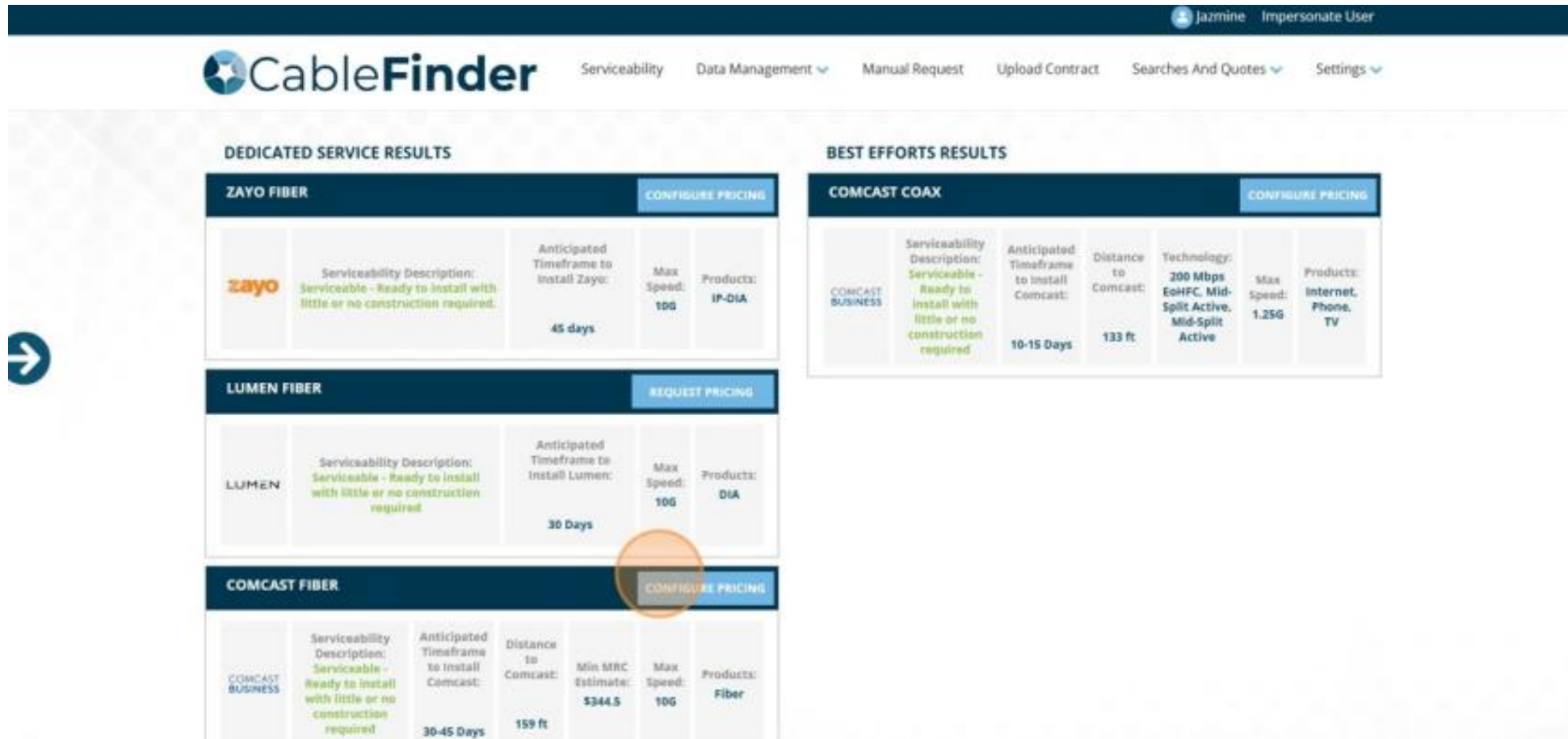
4



When “Swap Experience” is toggled off, the results will be given as seen below.

5

If green, the user can click “Configure Pricing” to go to the pricing catalog. If red, “Request Pricing” will be displayed to engage with the TSD back-office team to find alternate solutions.



The screenshot displays the CableFinder web application interface. The top navigation bar includes the CableFinder logo and links for Serviceability, Data Management, Manual Request, Upload Contract, Searches And Quotes, and Settings. The user is logged in as Jazmine and can impersonate the user.

The main content area is divided into two sections: DEDICATED SERVICE RESULTS and BEST EFFORTS RESULTS.

**DEDICATED SERVICE RESULTS**

- ZAYO FIBER**: Serviceability Description: Serviceable - Ready to install with little or no construction required. Anticipated Timeframe to Install Zayo: 45 days. Max Speed: 10G. Products: IP-DIA. **CONFIGURE PRICING**
- LUMEN FIBER**: Serviceability Description: Serviceable - Ready to install with little or no construction required. Anticipated Timeframe to Install Lumen: 30 Days. Max Speed: 10G. Products: DIA. **REQUEST PRICING**
- COMCAST FIBER**: Serviceability Description: Serviceable - Ready to install with little or no construction required. Anticipated Timeframe to Install Comcast: 30-45 Days. Distance to Comcast: 159 ft. Min MRC Estimate: \$344.5. Max Speed: 10G. Products: Fiber. **CONFIGURE PRICING**

**BEST EFFORTS RESULTS**

- COMCAST COAX**: Serviceability Description: Serviceable - Ready to install with little or no construction required. Anticipated Timeframe to Install Comcast: 10-15 Days. Distance to Comcast: 133 ft. Technology: 200 Mbps EoHFC, Mid-Split Active, Mid-Split Active. Max Speed: 1.25G. Products: Internet, Phone, TV. **CONFIGURE PRICING**

Select Term

2 Year Fiber

FIBER

Main Services

20M HFC

Additional Services

Static IP Addresses

29 Address

Managed Router

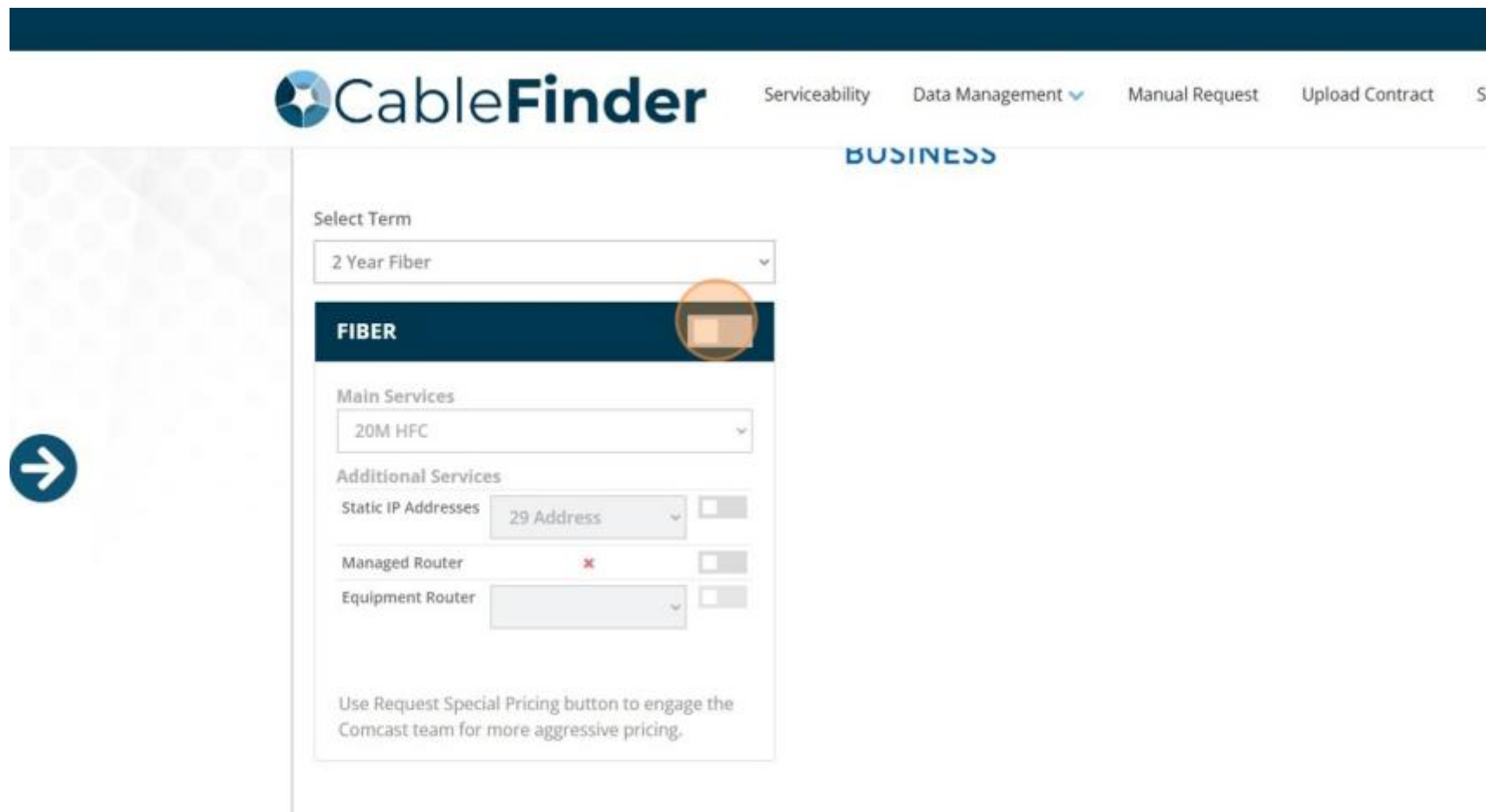
Equipment Router

Use Request Special Pricing button to engage the Comcast team for more aggressive pricing.

Begin to build your cart by clicking the “Select Term” box to display a drop down of Contract Term options.

7

Next, toggle “FIBER”. All options will stay greyed out until this is turned on.



The screenshot shows the CableFinder BUSINESS interface. The top navigation bar includes links for Serviceability, Data Management, Manual Request, Upload Contract, and a partially visible 'Se' link. The main content area is titled 'BUSINESS' and features a 'Select Term' dropdown menu set to '2 Year Fiber'. Below this is a 'FIBER' toggle switch, which is currently turned on and highlighted with a blue circle. To the left of the toggle is a blue circular icon with a white right-pointing arrow. Under the 'FIBER' section, there are three main service categories: 'Main Services' (set to '20M HFC'), 'Additional Services' (set to '29 Address'), and 'Managed Router' (marked with a red 'x'). Each category has a corresponding dropdown menu and a toggle switch. At the bottom, there is a note: 'Use Request Special Pricing button to engage the Comcast team for more aggressive pricing.'

CableFinder

Serviceability Data Management Manual Request Upload Contract Se

BUSINESS

Select Term

2 Year Fiber

FIBER

Main Services

20M HFC

Additional Services

Static IP Addresses 29 Address

Managed Router

Equipment Router

Use Request Special Pricing button to engage the Comcast team for more aggressive pricing.

Click the box for “Main Services” to select your desired internet speed.

**CableFinder** Serviceability Data Management Manual Request Upload Contract Searches And Quotes Settings

**BUSINESS**

Select Term  
2 Year Fiber

**FIBER** ☒

Main Services  
50M

Additional Services  
Static IP Addresses 29 Address ☐  
Managed Router ☒  
Equipment Router Juniper Router S ☐

Use Request Special Pricing button to engage the Comcast team for more aggressive pricing.

FIBER	NRC	MRC
50M	199.00	385.00
Subtotal:		\$199.00 \$385.00

EQUIPMENT & FEES	NRC	MRC
Fiber Monthly Equipment Fee	0.00	39.95
Subtotal:		\$0.00 \$39.95

	NRC	MRC
Total:	\$199.00	\$424.95

[GENERATE QUOTE](#) [GENERATE CONTRACT](#)

[REQUEST SPECIAL PRICING](#)

Note: CableFinder generated pricing does not supersede any Comcast Rules of Engagement this account may be already registered and locked by an alternate sales Channel. Final customer price is subject to change based on determination by Comcast and construction requirements post site survey.

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Once your speed is selected, you can make any other changes to your cart such as Static IPs or equipment.

There is no drop down for “Managed Router”, it is simply yes or no.

JasmineImpersonate User

CableFinder

ServiceabilityData ManagementManual RequestUpload ContractSearches And QuotesSettings

2 Year Fiber

FIBER

Main Services

50M

Additional Services

Static IP Addresses1 Address

Managed Router

Equipment RouterJuniper Router S

Use Request Special Pricing button to engage the Comcast team for more aggressive pricing.

FIBER	NRC	MRC
50M	199.00	385.00
Static IP Addresses (1 Address)	0.00	25.00
Subtotal:	\$199.00	\$410.00

EQUIPMENT & FEES	NRC	MRC
Fiber Monthly Equipment Fee	0.00	39.95
Subtotal:	\$0.00	\$39.95

	NRC	MRC
Total:	\$199.00	\$449.95

GENERATE QUOTE

GENERATE CONTRACT

REQUEST SPECIAL PRICING

Note: CableFinder generated pricing does not supersede any Comcast Rules of Engagement this account may be already registered and locked by an alternate sales Channel. Final customer price is subject to change based on determination by Comcast and construction requirements post site survey.

FIBER		NRC	MRC
50M		199.00	385.00
Static IP Addresses (1 Address)		0.00	25.00
Subtotal:		\$199.00	\$410.00
EQUIPMENT & FEES		NRC	MRC
Fiber Monthly Equipment Fee		0.00	39.95
Subtotal:		\$0.00	\$39.95
		NRC	MRC
Total:		\$199.00	\$449.95

GENERATE QUOTE

GENERATE CONTRACT

REQUEST SPECIAL PRICING

A shopping cart appears on the right-hand side of the screen. Make any additional adjustments or add-on services, updated the shopping cart in real time.

NRC is any “Non-Recurring Charges”, MRC is “Monthly Recurring Charges”

	NRC	MRC
Total:	\$199.00	\$449.95

Static IP Addresses (1 Address)	0.00	25.00
Managed Router	0.00	0.00
HW - Router Service	0.00	60.00
Mid Mkt Mgd Svcs - Mgd Router	0.00	45.00
<b>Subtotal:</b>	<b>\$199.00</b>	<b>\$515.00</b>

EQUIPMENT & FEES	NRC	MRC
Fiber Monthly Equipment Fee	0.00	39.95
Equipment Router (Juniper Router S)	0.00	35.00
ActiveCore Installation Fee	550.00	0
HW - Router Activation Fee	0.00	0
Mid Mkt Mgd Svcs - Mgd Router Config Fee	0.00	0
<b>Subtotal:</b>	<b>\$550.00</b>	<b>\$74.95</b>

	NRC	MRC
Total:	\$749.00	\$589.95

To create your contract, click “Generate Contract” under the shopping cart.

**GENERATE QUOTE**

**GENERATE CONTRACT**

[REQUEST SPECIAL PRICING](#)

13

Type in the registered business name and quote name. You have a quotes and contracts library to please be specific when labeling.

Please Enter Quote Info

Once you create a quote you can proceed to the contract generation.

Registered Business Name

Test

test

Test

Quote Name

Test

Channel Manager

DEMO ONLY Taylor Brown

☐ Send Quote via Email

☐ Request Site Survey

OK CANCEL

Static IP Addresses (1 Address)	0.00	25.00
Managed Router	0.00	0.00
W - Router Service	0.00	60.00
Id Mkt Mgd Svcs - Mgd Router	0.00	45.00
Subtotal:	\$199.00	\$515.00

EQUIPMENT & FEES	NRC	MRC
Per Monthly Equipment Fee	0.00	39.95
Equipment Router (Juniper Router S)	0.00	35.00
ActiveCore Installation Fee	550.00	0
W - Router Activation Fee	0.00	0
Id Mkt Mgd Svcs - Mgd Router Config Fee	0.00	0
Subtotal:	\$550.00	\$74.95

	NRC	MRC
Total:	\$749.00	\$589.95

GENERATE QUOTE GENERATE CONTRACT

REQUEST SPECIAL PRICING

ableFinder generated pricing does not supersede any Comcast Rules of Engagement this account may be already registered and locked by an alternate channel. Final customer price is subject to change based on determination by Comcast and construction requirements post site survey.

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After labeling your quote, click the box under “Channel Manager” to display drop down of all channel managers. If you click a manager’s name, they will be copied on the quote/contract to the customer.

If you do not want anyone copied or do not know your channel manager, you can select “I do not know who my channel manager is” in the drop down.

Please Enter Quote Info

Once you create a quote you can proceed to the contract generation.

Registered Business Name

Test

test

Test

Quote Name

Test

Channel Manager

DEMO ONLY Taylor Brown

☐ Send Quote via Email

☐ Request Site Survey

OK CANCEL

Static IP Addresses (1 Address)	0.00
Managed Router	0.00
W - Router Service	0.00
Std Mkt Mgd Svcs - Mgd Router	0.00
Subtotal:	\$199.00
<b>EQUIPMENT &amp; FEES</b>	
Monthly Equipment Fee	0.00
Equipment Router (Juniper Router S)	0.00
ActiveCore Installation Fee	550.00
W - Router Activation Fee	0.00
Std Mkt Mgd Svcs - Mgd Router Config Fee	0.00
Subtotal:	\$550.00
<b>NRC</b>	
Total:	\$749.00

GENERATE QUOTE GENERATE CONTRACT

REQUEST SPECIAL PRICING

generated pricing does not supersede any Comcast Rules of Engagement this account may be already registered and locked by an alter  
customer price is subject to change based on determination by Comcast and construction requirements post site survey.

General

Billing

Confirmation

## General Customer Information

Registered Account Name

Contact Name

Business Phone

Cell Phone

Email

Customer Title

Address Line 1

1125 17TH ST

Address Line 2

☐ I confirm that there is no Unit or Suite number for this location.

City

DENVER

State

CO

Zip

80202

Enter the customer information to reflect on the contract.

Ensure the address is correct, including the suite or unit number.

Address Line 1	Address Line 2
1125 17TH ST	
	<input type="checkbox"/> I confirm that there is no Unit or Suite number for this location.
City	State
DENVER	CO
Zip	
80202	

If there is not a suite or unit number, confirm by click the box next to “I confirm that there is no Unit or Suite number for this location”

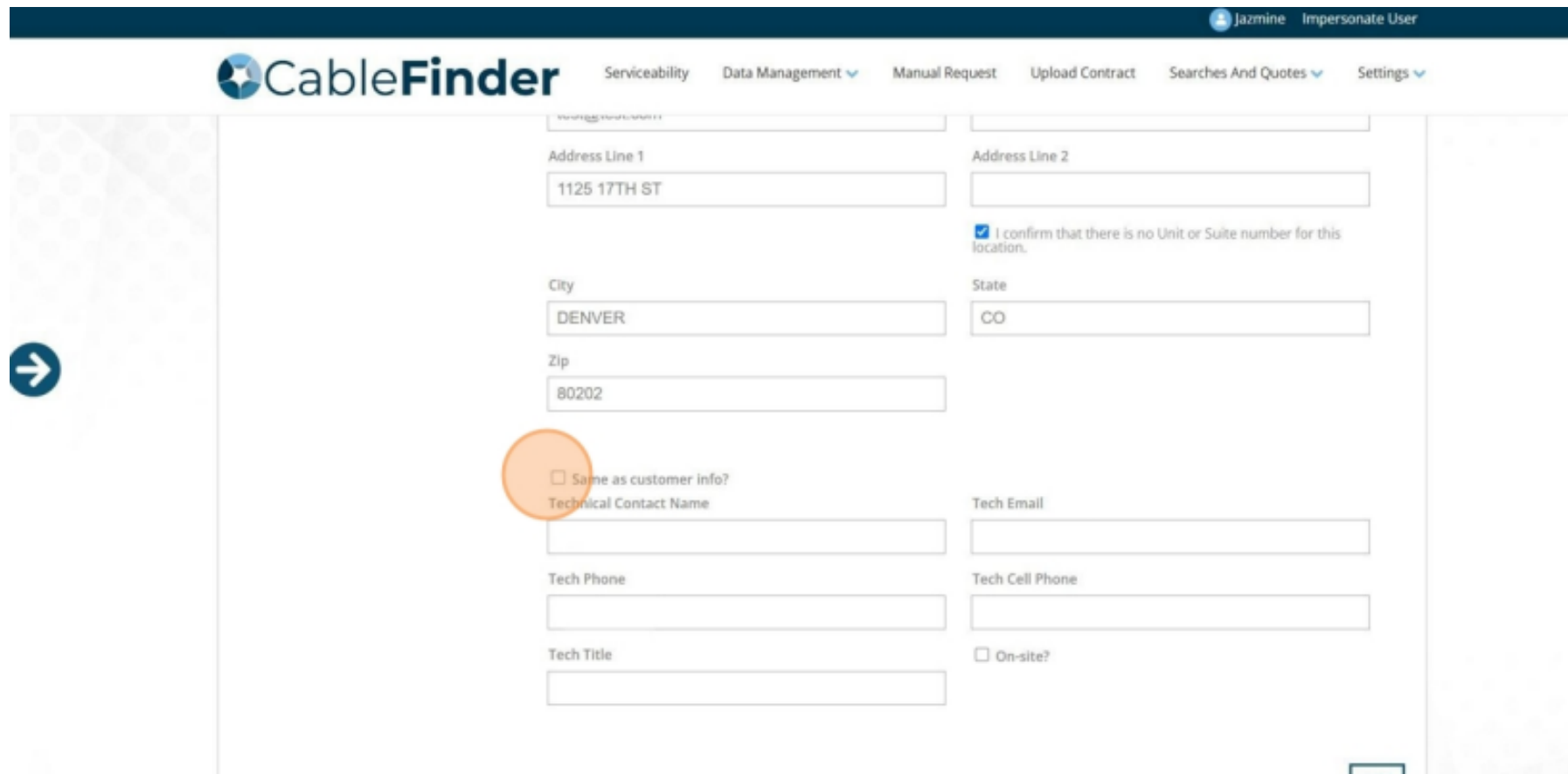
Note: You will not be able to proceed unless this is complete.

Address Line 2

☐ I confirm that there is no Unit or Suite number for this location.

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Use the “Same as customer info?” radio button to carry down the information if applicable. If different, this can be entered manually as well.



The screenshot displays the CableFinder web application interface. At the top, a dark blue header bar contains the user's name 'Jazmine' and a link to 'Impersonate User'. Below this, the 'CableFinder' logo is followed by a navigation menu with links: 'Serviceability', 'Data Management', 'Manual Request', 'Upload Contract', 'Searches And Quotes', and 'Settings'. The main content area is a form with two columns. The left column contains fields for 'Address Line 1' (filled with '1125 17TH ST'), 'City' (filled with 'DENVER'), and 'Zip' (filled with '80202'). The right column contains fields for 'Address Line 2', a confirmation checkbox 'I confirm that there is no Unit or Suite number for this location.' (checked), 'State' (filled with 'CO'), 'Tech Email', 'Tech Cell Phone', and an 'On-site?' checkbox. A checkbox labeled 'Same as customer info?' is located between the two columns, below the address fields, and is highlighted with an orange circle. A blue circular arrow icon is positioned to the left of the form.

Once customer information page is completed, click “Save” in the bottom right to continue to billing.

	Tech Email
	test@test.com
	Tech Cell Phone
	5555555555
	<input type="checkbox"/> On-site?



20

Use the “Same as location?” radio button to copy customer information, or type in manually.

General

Billing

Confirmation

### Billing Customer Information

☐ Same as location?

Bill Account Name	Test	Bill Contact Name	Test
Bill Phone	5555555555	Bill Cell Phone	5555555555
Bill Email	test@test.com	Bill Title	
Billing Address Line 1	202 6TH ST	Billing Address Line 2	
City	CASTLE ROCK	State	CO
Zip	80104		

☐ I confirm that there is no Unit or Suite number for this location.

Billing Address Line 1

1125 17TH ST

Billing Address Line 2

☒ I confirm that there is no Unit or Suite number for this location.

City

DENVER

State

CO

Zip

80202

☐ Tax Exempt?

PREVIOUS

SAVE

Click “Save” in the bottom right corner.

Click the drop down to select your Channel Manager to have them copied on the DocuSign sent to the customer.

General

Billing

Confirmation

## Confirmation

Dear Jazmine,

Thank you for using CableFinder. Before generating the contract, please make sure that you populate all the required fields with valid information. You can edit this information by going back to one of the previous tabs. Once you are sure that everything is correct please click on the Generate Contract Button.

Comcast Channel Manager - Selecting your channel manager will notify them of this opportunity for registration and survey to speed up the process.

DEMO ONLY Taylor Brown

PREVIOUS

GENERATE FIBER CONTRACT

SIGN FIBER CONTRACT

Click “Sign Fiber Contract” to send the DocuSign directly to your signer. Best practice is to use the DocuSign integration out of CableFinder for Comcast Fiber. This allows the TSD to enter the MSA and SO ID after the customer signs.

General

Billing

Confirmation

## Confirmation

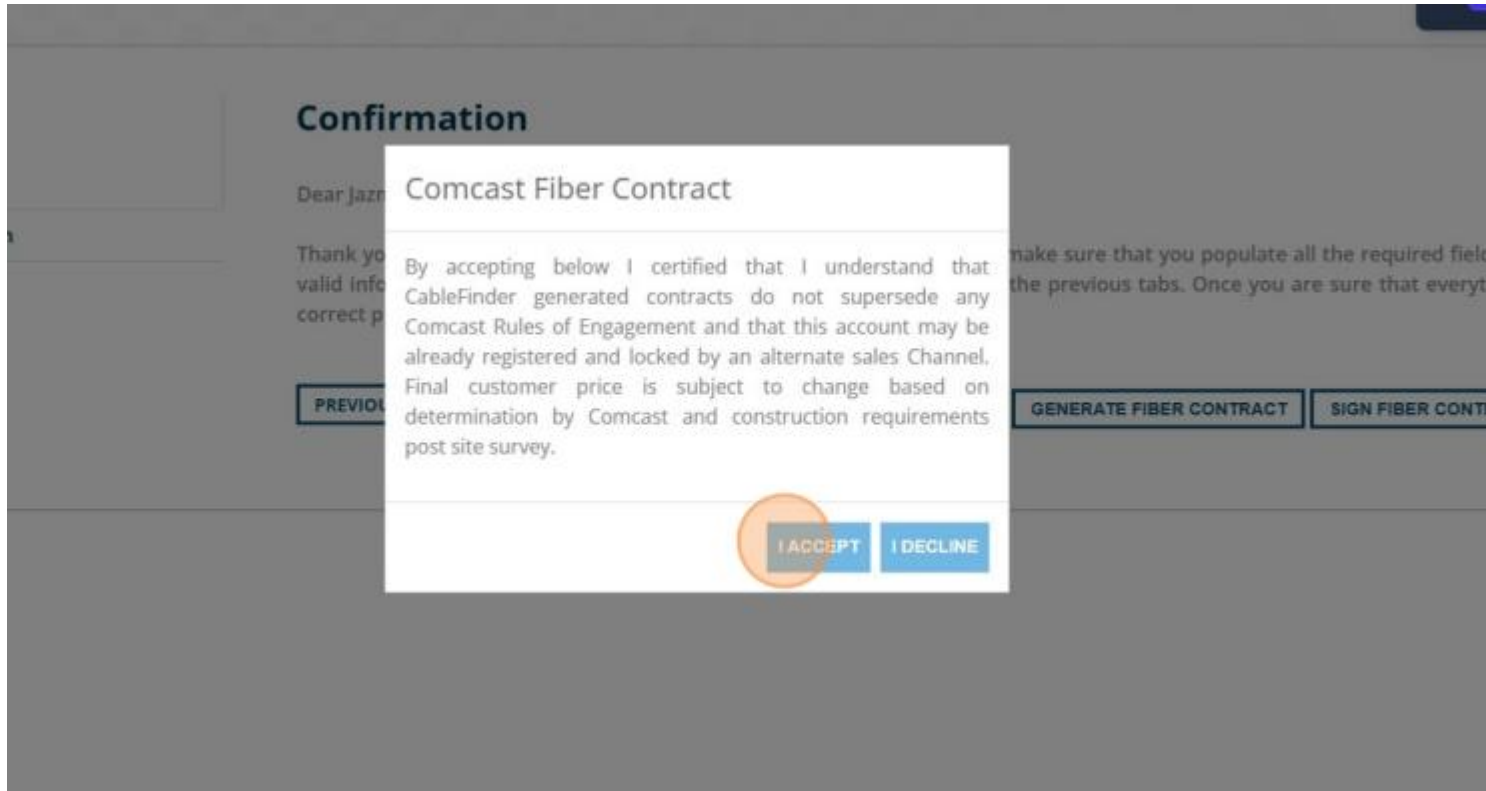
Dear Jazmine,

Thank you for using CableFinder. Before generating the contract, please make sure that you populate all the required fields with valid information. You can edit this information by going back to one of the previous tabs. Once you are sure that everything is correct please click on the Generate Contract Button.

PREVIOUS

GENERATE FIBER CONTRACT

SIGN FIBER CONTRACT



Click “I ACCEPT”

After clicking “I ACCEPT” complete the signee contact information that will pop up on the screen. This includes the signers name, title and e-mail to send contract to.

The screenshot displays the CableFinder web application interface. The top navigation bar includes the CableFinder logo and links for Serviceability, Data Management, Manual Request, Upload Contract, and Searches And Quotes. On the left, a sidebar menu shows 'General', 'Billing', and 'Confirmation' (which is selected). The main content area is titled 'Confirmation' and contains a message: 'Dear Jazn', 'Thank you for your interest in CableFinder', and 'Please ensure that you have provided valid information in the previous tabs. Once you are sure that e'. Below this message are buttons for 'PREVIOUS', 'GENERATE FIBER CONTRACT', and 'SIGN FIBER'. A modal form titled 'Signee Contact Information' is overlaid on the screen. The modal contains the following fields and options:

- Instruction: 'Please enter the full name and email address of the person that will sign the contract.'
- Signee Name: A text input field with a cursor.
- Title: A text input field.
- Signee E-mail Address: A text input field.
- Checkbox: 'Would you like to send a copy?' (unchecked).
- Buttons: 'OK' and 'Close' at the bottom right.

Click “OK” and the DocuSign will be sent for signature to the e-mail you provided in the previous step.

**Conf Signee Contact Information**

Please enter the full name and email address of the person that will sign the contract.

Signee Name

Test

Title

Test

Signee E-mail Address

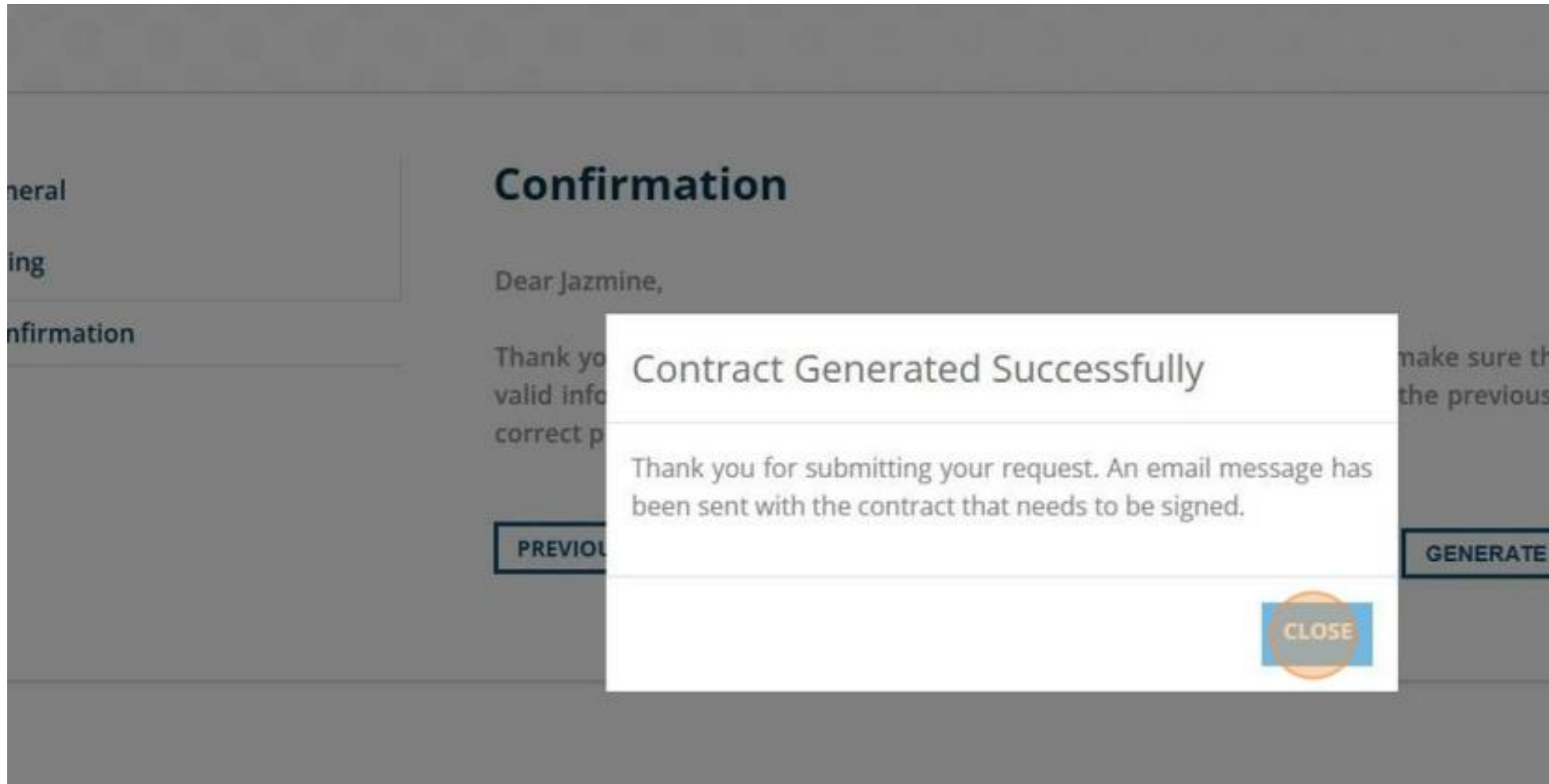
jazmine@cablefinder.net

☐ Would you like to send a copy?

OK Close

29

After you click “OK” your DocuSign will be sent to the signer, and you will see a confirmation pop up. You will be copied on the DocuSign e-mail to your signer.

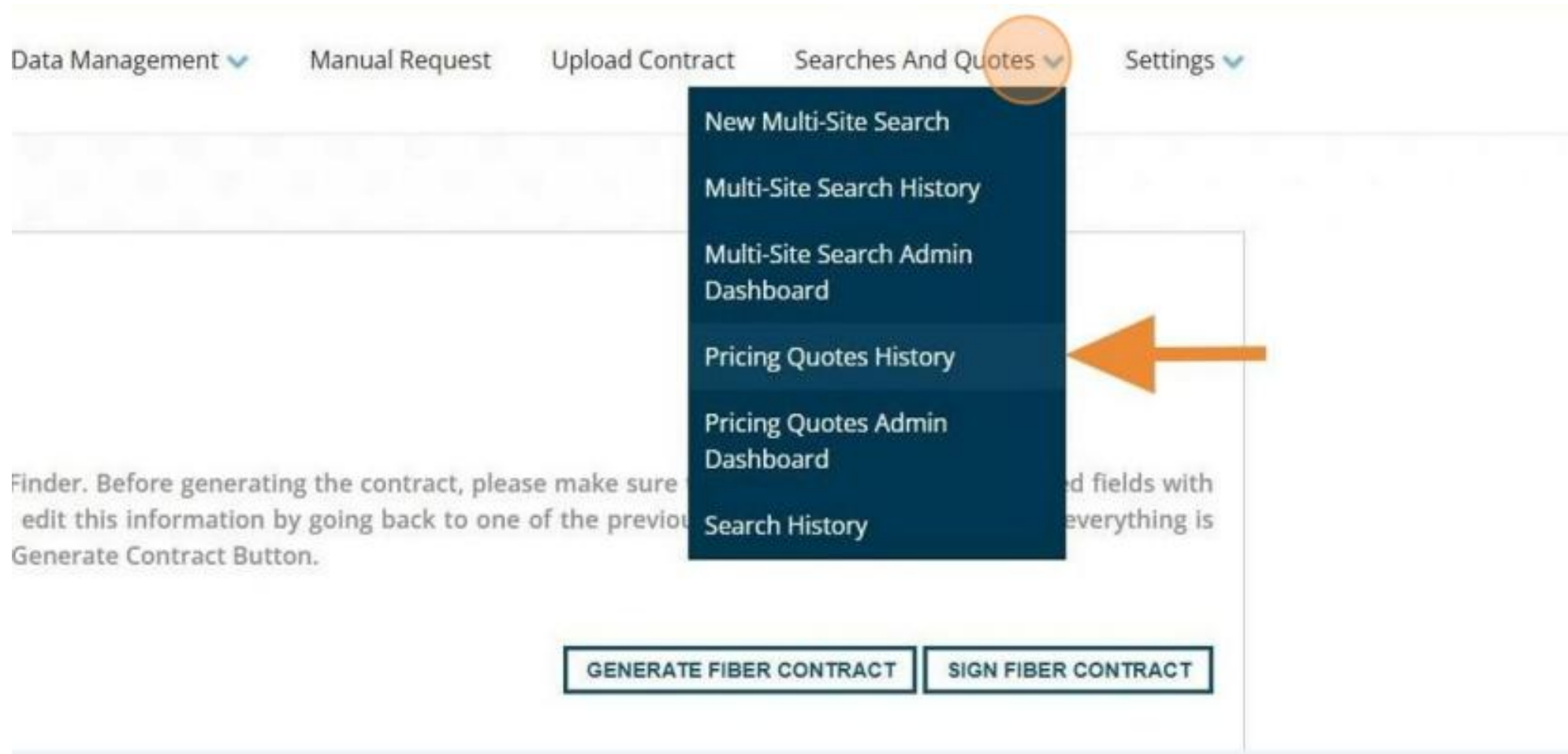


## Uploading Comcast Fiber Contract into CableFinder

For Contract upload, once you have the signed contract, head back into CableFinder to upload the contract. This will store the contract in CableFinder and send the document to the TSD for processing.


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Click “Searches and Quotes” in the top right corner to display drop down. Then, click “Pricing Quotes History”




In the “Quote ID” field enter your 6-digit quote ID.

Note: This can be found as a watermark at the bottom of any page to your contract.

ServiceabilityData ManagementManual RequestUplo

EXPORT TO CSV FILE

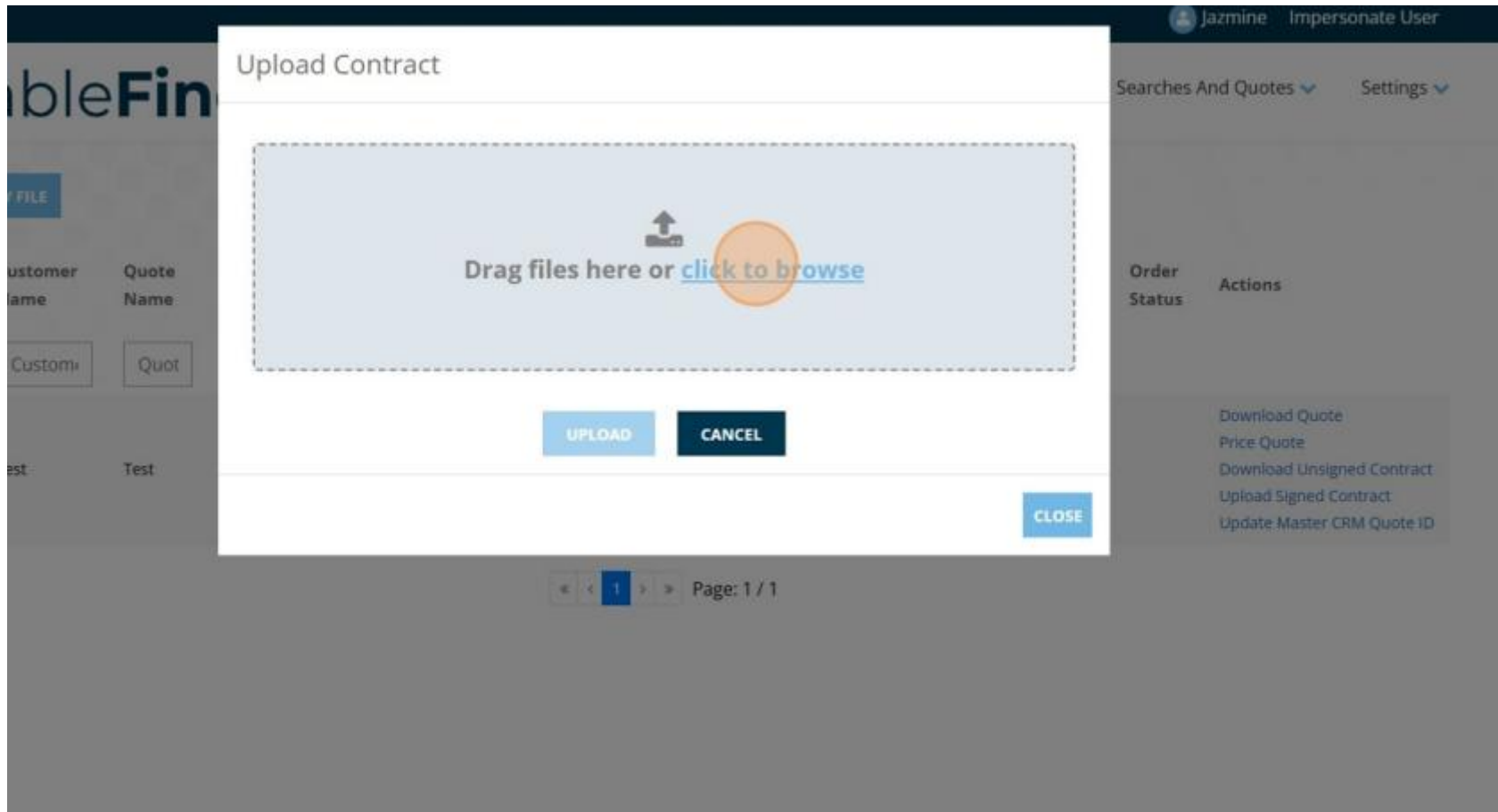
Quote ID	Customer Name	Quote Name	Provider	Selected Services	Sent To	Master CRM Quote ID	Accepted	Date/Time
	<input type="text" value="Custom"/>	<input type="text" value="Quoti"/>	<input type="text" value="Provid"/>	<input type="text" value="Select"/>	<input type="text" value="Sent To"/>	<input type="text" value="Mast"/>		
647829	Test	Test	Comcast	Fiber	tbrown@cablefinder.net		TRUE	Feb 20, 2025, 12:32:24 PM

### Actions

Download Quote  
Price Quote  
Download Unsigned Contract  
Upload Signed Contract  
Update Master CRM Quote ID

Under “Actions”, click “Upload Signed Contract”

Here you can either drag and drop your PDF file, or “Click to browse” to choose from your computer files.



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**CableFin**

EXPORT TO CSV FILE

Quote ID	Customer Name	Quote Name
6478	Customi	Quot
647829	Test	Test

Upload Contract

Drag files here or [click to browse](#)

647829\_Test\_JB5Admin\_Corcast\_Fiber.xlsx

UPLOAD CANCEL

CLOSE

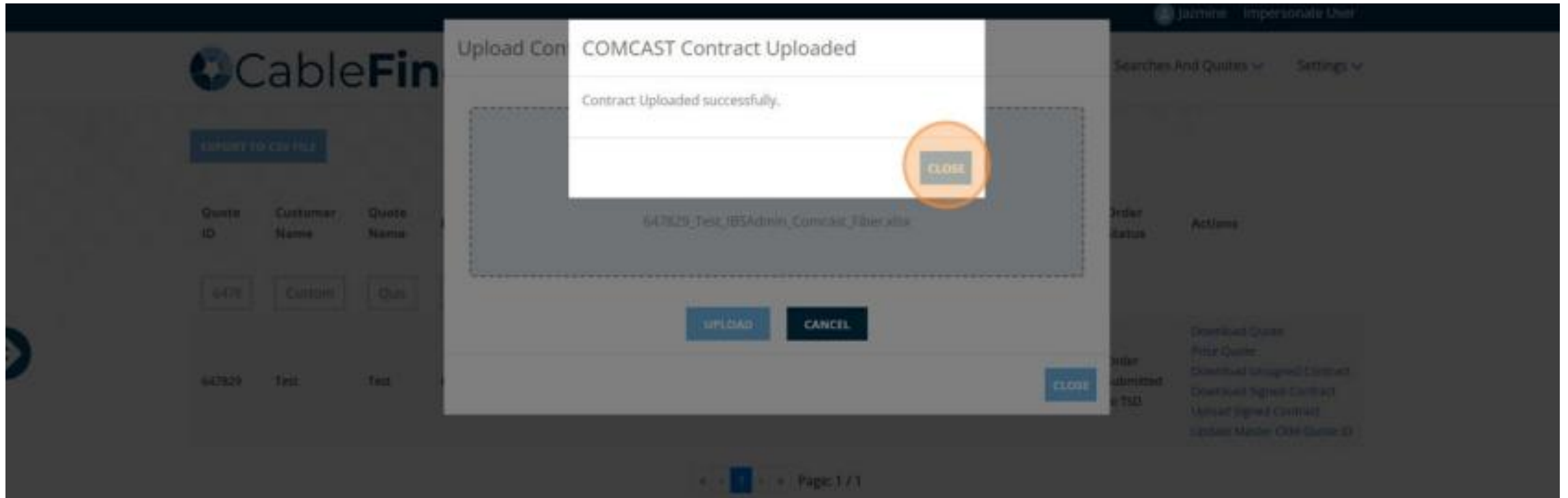
Searches And Quotes

Order Status	Actions
	Download Quote Price Quote Download Unsigned Upload Signed Cor Update Master CRM

Page: 1 / 1

Click "Upload"

Once the contract is uploaded, this confirmation will pop up on your screen indicating the contract has uploaded successfully.



# Post CableFinder Emails

Contract Uploaded for Quote ID: 647829



CableFinder <noreply@cablefinder.net>

To

Cc



7511e4b2-2ede-4819-a0d2-6b34e79e7941-647829\_Test\_IBSAdmin\_Comcast\_Fiber.xlsx  
47 KB

A contract has been uploaded for the Quote: 647829.

Following are the details:

Jusername: jazmine

Email Address: [jazmine@cablefinder.net](mailto:jazmine@cablefinder.net)

Phone Number: NA

Distributor: IBSAdmin

Customer Name: Test

Address: 1125 17th St, Denver, CO 80202, USA

Service Provider: comcast

Service Type: Fiber

MRC: 589.95

NRC: 749

Kindly view the attachment for the uploaded contract.

Email confirmation from  
CableFinder “contract Uploaded  
for Quote ID #####”

This email will go to the  
CableFinder user and the TSD.