








Cox Coax

User Guide

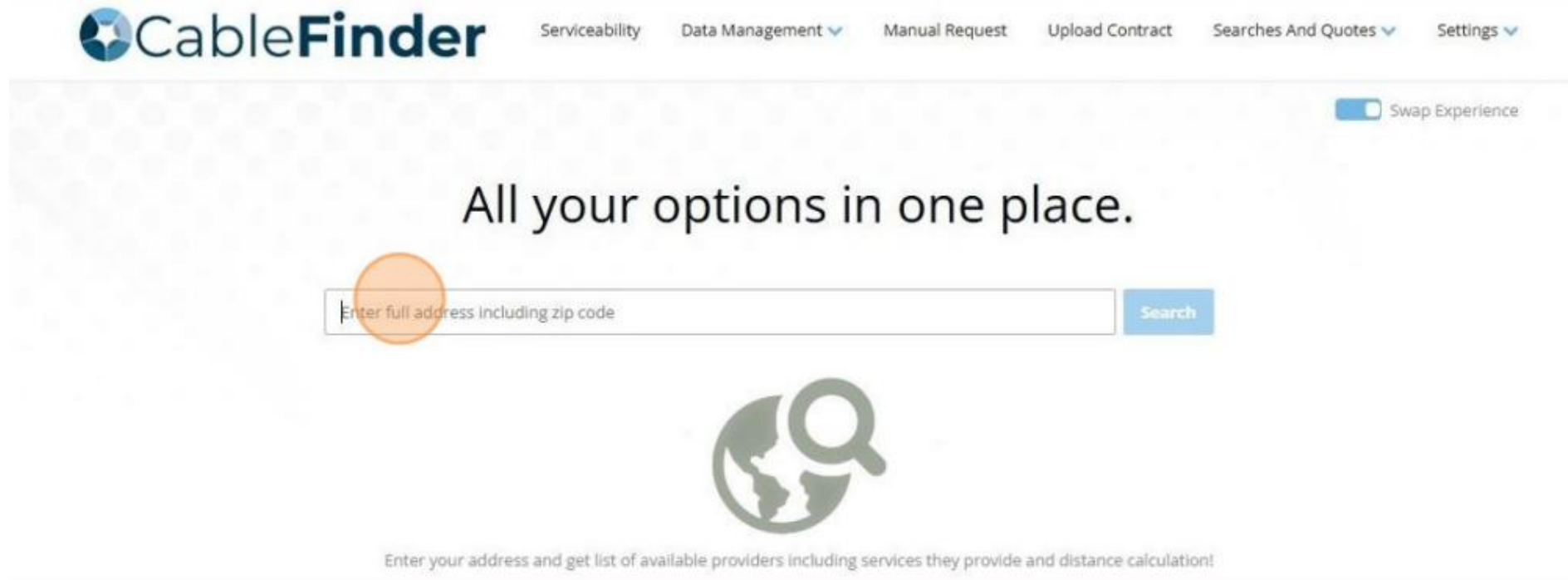
| Serviceability | Pricing | Quote Generation | Contract Generation | Contract Upload |
|---|---|---|---|---|
|  |  |  |  |  |
| API Driven Serviceability | Manual Pricing | PDF Creation | PDF Creation | Contract will send to TSD |

 =API Driven Data  = No API/Manual



1

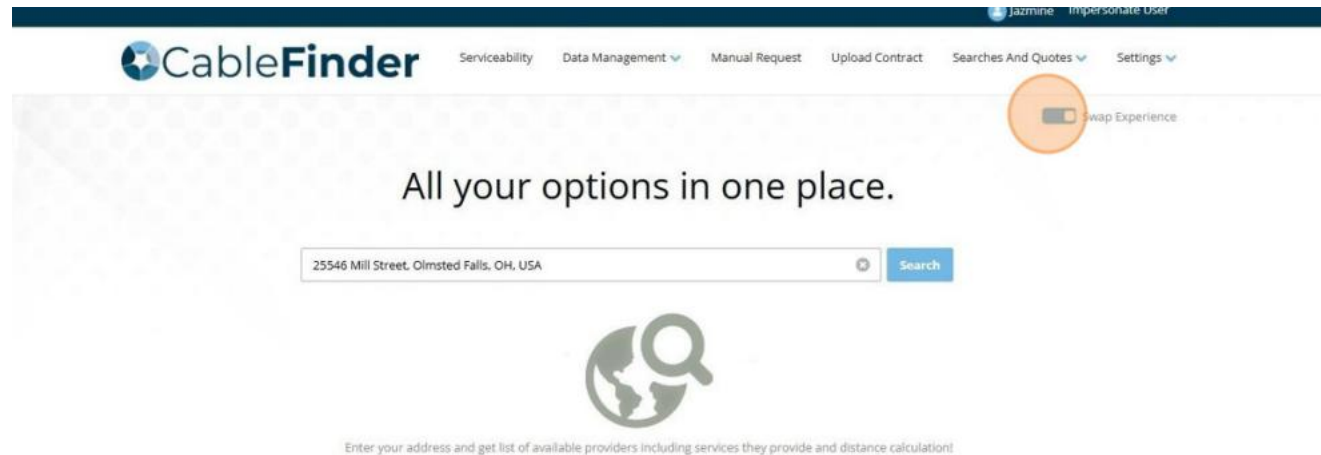
Click the address bar to type in a business name or address and click “Search”. After typing in a business name or address in the search bar, the results page will generate who the provider is, a serviceability description, the anticipated timeframe to install, the max speed and the products available.



The screenshot shows the CableFinder website. At the top, the logo "CableFinder" is on the left, and navigation links "Serviceability", "Data Management", "Manual Request", "Upload Contract", "Searches And Quotes", and "Settings" are on the right. A "Swap Experience" toggle is in the top right corner. The main heading "All your options in one place." is centered. Below it is a search bar with the placeholder text "Enter full address including zip code". An orange circle highlights the search bar. To the right of the search bar is a blue "Search" button. Below the search bar is a large magnifying glass icon over a globe. At the bottom, a 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 step. Toggle “Swap Experience” in top right corner to change the view of your results.



All your options in one place.

15054 N Scottsdale Rd, Scottsdale, AZ 85254, USA



Search

☒ Dedicated ☒ Best Efforts ☒ Wireless

Showing 6 results

Dedicated Service Results

Industry leading fiber, speeds and services

DEDICATED

COX
BUSINESS

Serviceable

Green ⓘ

TIME: 30-45 Days DIST: - MAX SPEED: 1G

Products Cox Optical Internet
Tech XGSPON (Overlay)

Configure Pricing

DEDICATED

zayo

Serviceable

Yellow ⓘ

TIME: 120 Days DIST: - MAX SPEED: 10G

Products IP-DIA

Configure Pricing

DEDICATED

LUMEN

Serviceable

Red ⓘ

TIME: Request Pricing for Alternate Options DIST: - MAX SPEED: 10G

Products DIA

Request Pricing

If green, the user can then 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 additional solutions.

Notice the results display differently with the “Swap Experience” toggled off.

The screenshot displays the CableFinder web application. At the top, the CableFinder logo is on the left, and navigation links for Serviceability, Data Management, Manual Request, Upload Contract, Searches And Quotes, and Settings are on the right. A toggle switch for "Swap Experience" is located in the top right corner, with an orange arrow pointing to it. Below the navigation bar is a search bar containing the address "25546 Mill St, Olmsted Falls, OH 44138, USA" and a "SEARCH" button. Below the search bar, the same address is displayed. The main content area is divided into two columns: "DEDICATED SERVICE RESULTS" and "BEST EFFORTS RESULTS".

DEDICATED SERVICE RESULTS

| SPECTRUM FIBER | | CONFIGURE PRICING | | | |
|----------------|--|---|----------------|---|--------------------------|
| | Serviceability Description: Serviceable - Ready to install with little or no construction required | Anticipated Timeframe to Install Spectrum: 60-90 Days | Max Speed: 10G | Products: DFI, SDFI and Enterprise Internet | Building Type: Autobuild |

| ACC FIBER | | CONFIGURE PRICING | | | |
|-----------|--|--|----------------|---------------|--|
| | Serviceability Description: Serviceable - Ready to install with little or no construction required | Anticipated Timeframe to Install Acc: 30-45 Days | Max Speed: 10G | Products: ADI | |

BEST EFFORTS RESULTS

| COAX & CFI | | CONFIGURE PRICING | | | |
|------------|--|--|--|---------------|---------------------------|
| | Serviceability Description: Serviceable - Ready to install with little or no construction required | Anticipated Timeframe to Install Cox: 10-15 Days | Technology: DOCSIS 3.1, Cox Fiber Internet Available | Max Speed: 2G | Products: Internet, Phone |

| AT&T BROADBAND | | CONFIGURE PRICING | | | |
|----------------|--|---|------------------|--------------------|--|
| | Serviceability Description: Serviceable - Ready to install with little or no construction required | Anticipated Timeframe to Install AT&T: 10-15 Days | Max Speed: 5 Gig | Products: Internet | |

Build your cart by selecting the “Select Term” box to pick a term.

PRICING CATALOG

Standard Pricing

25546 Mill St, Olmsted Falls, OH 44138, USA



Select Term

3 Year Coax

Internet Speed Filter

Select Package

6

546 Mill St, Olmsted Falls, OH 44138, USA



Select Term

3 Year Coax

Internet Speed Filter

CBI 300 - 300Mbps x 30Mbps

Select Package

COAX INTERNET

INTERNET



Main Services

CBI 100 - 100Mbps x 20Mbps

STANDARD PHONE LINES



Main Service

VoiceManager Essential Package

Select "Internet Speed Filter" to display drop down of internet speeds.

After filtering term and speeds, click box under “Select Package” to display drop down of package offers based off your filters.

PRICING CATALOG

Standard Pricing

25546 Mill St, Olmsted Falls, OH 44138, USA

COX
BUSINESS

INTERNET

CBI 300 - 300Mbps x 30Mbps

Equipment (C

Cox Business

Select Term

3 Year Coax

Internet Speed Filter

CBI 300 - 300Mbps x 30Mbps

Select Package

\$80 | CBI Standalone Lead Offer | CBI 300 MB

COAX INTERNET

INTERNET

Main Services

CBI 300 - 300Mbps x 30Mbps

STANDARD PHONE LINES

Main Service

VoiceManager Essential Package

0

8

Switch toggle to add phone lines.

The screenshot shows a web interface for configuring phone lines. At the top, there is a dropdown menu with the letter 'B' and a downward arrow. Below this is a sidebar with a blue header containing a white square icon, and three items with downward arrows. The main content area has a dark blue header with the text 'STANDARD PHONE LINES' and a toggle switch. An orange arrow points to this toggle switch. Below the header, there are three service options, each with a 'Main Service' label, a package name, a quantity input field, and a toggle switch.

| STANDARD PHONE LINES | | | |
|----------------------|--------------------------------|---|--------------------------|
| Main Service | VoiceManager Essential Package | 0 | <input type="checkbox"/> |
| Main Service | VoiceManager Enhanced Package | 0 | <input type="checkbox"/> |
| Main Service | VoiceManager Unlimited Package | 0 | <input type="checkbox"/> |

GENERATE QUOTE

| INTERNET | NRC | MRC |
|-----------------------------------|---------|---------|
| CBI 300 - 300Mbps x 30Mbps | 0.00 | 80.00 |
| Equipment (CBI Gateway) | 99.00 | 13.00 |
| Cox Business Internet Install (0) | 0.00 | 0.00 |
| Subtotal: | \$99.00 | \$93.00 |

| PROMO | NRC | MRC |
|-------------------------------|--------|--------|
| \$100 Prepaid Card (Internet) | 0.00 | 0.00 |
| Subtotal: | \$0.00 | \$0.00 |

| | NRC | MRC |
|--------|---------|---------|
| Total: | \$99.00 | \$93.00 |

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

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

| | NRC | MRC |
|--------|---------|---------|
| Total: | \$99.00 | \$93.00 |

To create paperwork, click “Generate Contract” on the pricing page.

STANDARD PHONE LINES

Main Service

VoiceManager Essential Package

0

☐

Main Service

VoiceManager Enhanced Package

0

☐

Main Service

VoiceManager Unlimited Package

0

☐

| INTERNET | NRC | MRC |
|-----------------------------------|---------|---------|
| CBI 300 - 300Mbps x 30Mbps | 0.00 | 80.00 |
| Equipment (CBI Gateway) | 99.00 | 13.00 |
| Cox Business Internet Install (0) | 0.00 | 0.00 |
| Subtotal: | \$99.00 | \$93.00 |

| PROMO | NRC | MRC |
|-------------------------------|--------|--------|
| \$100 Prepaid Card (Internet) | 0.00 | 0.00 |
| Subtotal: | \$0.00 | \$0.00 |

| | NRC | MRC |
|--------|---------|---------|
| Total: | \$99.00 | \$93.00 |

GENERATE QUOTE

GENERATE CONTRACT

Type in the Registered Business Name and Quote Name. You have a quotes and contracts library so please be specific when labeling for easier identification in your library.

The screenshot displays a software interface for generating quotes and contracts. A modal dialog box titled "Please Enter Quote Info" is centered on the screen. The dialog contains the following elements:

- A message: "Once you create a quote you can proceed to the contract generation."
- A text input field labeled "Registered Business Name", which is highlighted with an orange circle.
- A text input field labeled "Quote Name".
- A checkbox labeled "Send Quote via Email".
- "OK" and "CANCEL" buttons at the bottom right.

The background interface shows a list of services on the left and a summary table on the right.

Main Services

- CBI 300 - 300Mbps x 30Mbps

Additional Services

- Net Assurance Service: 4 Hour Batte
- Static IP Addresses: 1
- Cox Business Complete Care (CBCC): x
- IBC LTE Install: x
- Net Assurance Service Activation: x
- Net Assurance 2 Hour Battery: x
- Net Assurance 4 Hour Battery: x
- Net Assurance LTE Cellular Backup: x
- Equipment: CBI Gateway
- Cox Business Internet: n

Summary Table

| | | |
|-----------------------------------|------|------|
| Cox Business Internet Install (0) | 0.00 | 0.00 |
| Subtotal: \$99.00 \$93.00 | | |
| PROMO | NRC | MRC |
| 00 Prepaid Card (Internet) | 0.00 | 0.00 |
| Subtotal: \$0.00 \$0.00 | | |
| Total: \$99.00 \$93.00 | | |

Buttons: GENERATE QUOTE, GENERATE CONTRACT

Enter customer information to reflect on paperwork.

| | | |
|--------------|--|----------------------|
| General | General Customer Information | |
| Billing | Registered Account Name | Contact I |
| CPNI | <input type="text"/> | <input type="text"/> |
| Confirmation | Business Phone | Cell Phor |
| | <input type="text"/> | <input type="text"/> |
| | Email | |
| | <input type="text"/> | |
| | Address Line 1 | Address |
| | <input type="text" value="25546 Mill St"/> | <input type="text"/> |

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

| | |
|--|--|
| | Address Line 2 |
| | |
| | <input checked="" type="checkbox"/> I confirm that there is no Unit or Suite number for this location. |
| | State |
| | OH |

If there is not a suite or unit number, confirm by clicking the box to proceed.

Address Line 2



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

Use the “Same as customer info” radio button to carry down the information if applicable.

| | |
|--|---------------------------------|
| ADDRESS LINE 1 | ADDRESS LINE 2 |
| <input type="text" value="25546 Mill St"/> | <input type="text"/> |
| <input checked="" type="checkbox"/> I confirm that there is no Unit or Suite number for this location. | |
| City | State |
| <input type="text" value="Olmsted Falls"/> | <input type="text" value="OH"/> |
| Zip | |
| <input type="text" value="44138"/> | |
| <input type="checkbox"/> Same as customer info? | |
| Technical Contact Name | Tech Email |
| <input type="text"/> | <input type="text"/> |
| Tech Phone | Tech Cell Phone |
| <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> On-site? | |
| <input type="button" value="SAVE"/> | |

| | |
|--|--|
| | Tech Email |
| | <input type="text" value="test@test.com"/> |
| | Tech Cell Phone |
| | <input type="text" value="5555555555"/> |



Click “Save” to move onto the billing page.

Use the “Same as location?” radio button to copy the customers information into the billing fields. The information can be typed in manually as well.

| | | |
|----------------|--|---|
| General | Billing Customer Information | |
| Billing | <input type="checkbox"/> Same as location? | |
| CPNI | Bill Account Name | Bill Contact Name |
| Confirmation | <input type="text" value="Test"/> | <input type="text"/> |
| | Bill Phone | Bill Cell Phone |
| | <input type="text"/> | <input type="text"/> |
| | Bill Email | |
| | <input type="text"/> | |
| | Billing Address Line 1 | Billing Address Line 2 |
| | <input type="text" value="25546 Mill St"/> | <input type="text"/> |
| | | <input type="checkbox"/> I confirm that there is no Unit or Suite number for this location. |
| | City | State |
| | <input type="text" value="Olmsted Falls"/> | <input type="text" value="OH"/> |
| | Zip | |
| | <input type="text" value="44138"/> | |
| | <input type="checkbox"/> Tax Exempt? | |

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

State

OH



Click “Save” to move onto CPNI Form.

Fill out the required security questions for the Cox Business account.

General

Billing

CPNI

Confirmation

CPNI Registration Form

Create a 4 digit PIN for your account

A valid Cox PIN is a 4 digit number. It cannot be 1234, the same number repeated (e.g. 2222) or the last four digits of the social security number.

Contact Email

Select one secret question

☐ What is your favorite food or drink?

☐ Who was your favorite teacher?

☐ What is your favorite restaurant?

☐ What was your childhood pet's name?

☐ What is your favorite sport or hobby?

☐ Where was your mother born?

☐ What was your first school?

Answer to chosen secret question

Below the security questions are fields to add any authorized users to the account. You may also click the same radio button to carry over the customer information.

☐ What is your favorite restaurant?

☐ What was your first school?

☒ What was your childhood pet's name?

Answer to chosen secret question

List the names of all individuals authorized to discuss Account Information, make changes to this account, or receive Billing/Account Information

☒ Same as customer info?

☐ Same as technical info?

☐ Same as billing info?

Click “Save” to move onto finalizing your paperwork.

| | | |
|--|----------------------|----------------------|
| <input checked="" type="checkbox"/> Same as customer info? | <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> Same as technical info? | <input type="text"/> | <input type="text"/> |
| <input type="checkbox"/> Same as billing info? | <input type="text"/> | <input type="text"/> |

PREVIOUS

SAVE

Click “Generate Contract” to download a PDF version of the contract. Click “Sign Contract” to send your contract with DocuSign integration.

General

Billing

CPNI

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 CONTRACT

SIGN CONTRACT

After clicking “Sign with DocuSign” complete the signee contact information that will pop up on the screen. Click the “Signee E-mail Address” field to enter the desired e-mail in which the DocuSign will be sent to.

Signee Contact Information

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

Signee Name

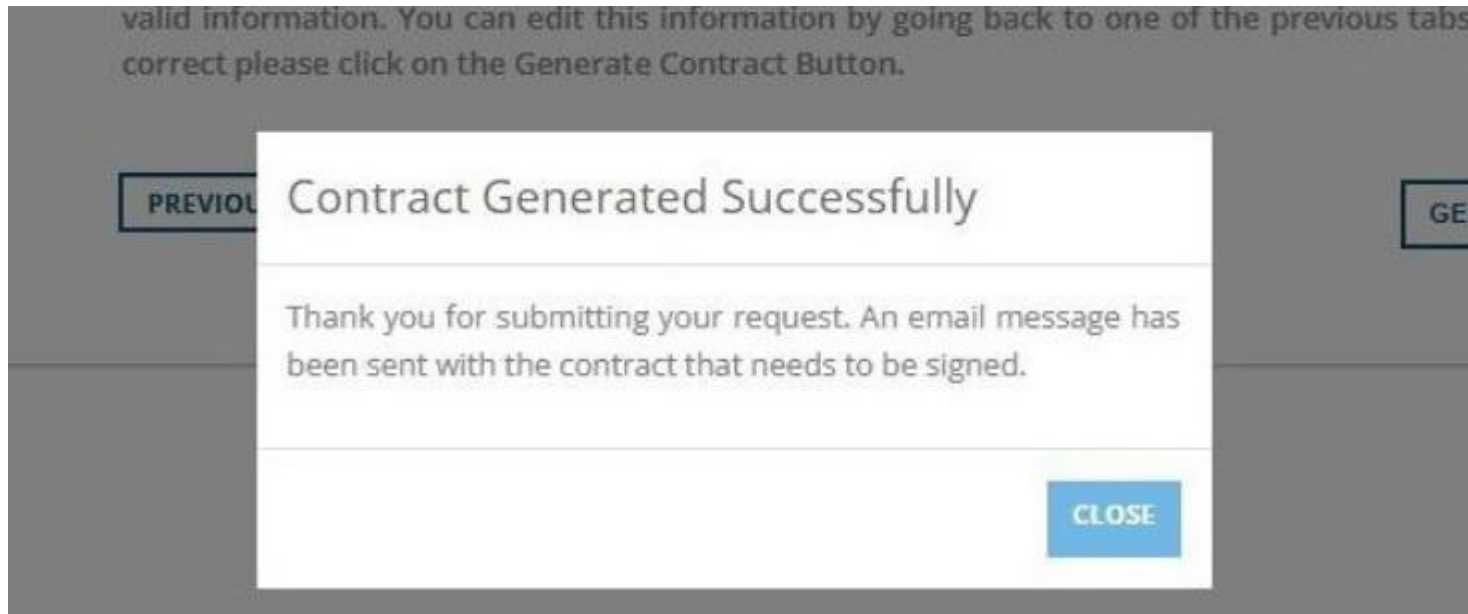
Title

Signee E-mail Address

☐ Would you like to send a copy?

OK

Close

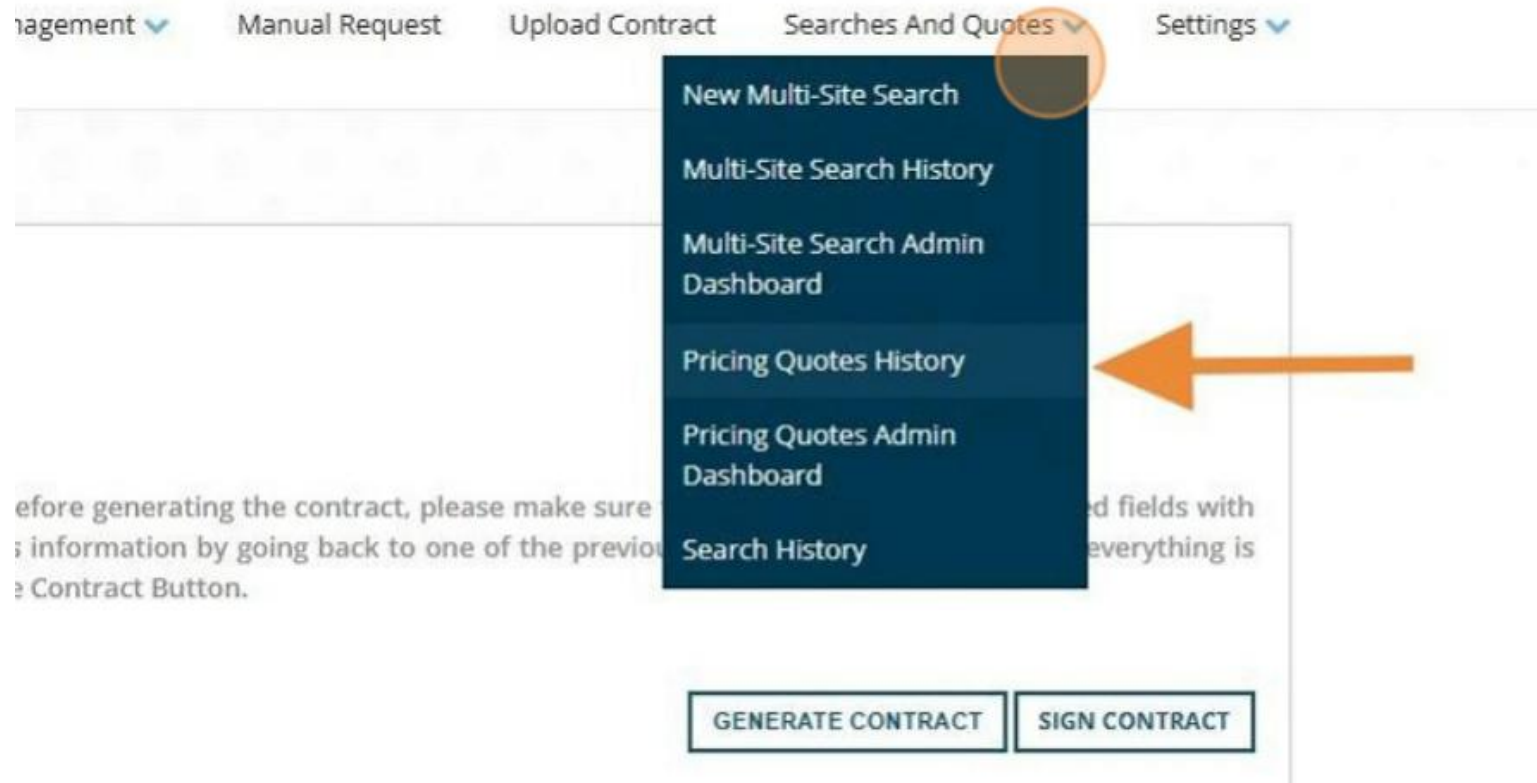


After sending your DocuSign, you will see a confirmation pop up, and an email will also be sent to you with the ordering details.

Uploading Cox Coax Contract into CableFinder

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

Click “Searches and Quotes” in the top right corner of screen to display drop down, then click “Pricing Quotes History”



 Serviceability Data Management Manual Request

EXPORT TO CSV FILE

| Quote ID | Customer Name | Quote Name | Provider | Selected Services | Sent To | Master CRM Quote ID | Accepted | Date/T |
|----------|---------------|------------|----------|---------------------|---------|---------------------|----------|-----------------------|
| 650266 | Test | Test | Cox | Coax Internet Promo | N/A | | FALSE | Feb 24, 2025, 3:26:10 |

Click “Searches and Quotes” in the top right corner of screen to display drop down, then click “Pricing Quotes History”

Actions

Under Actions, Click “Upload Signed Contract”

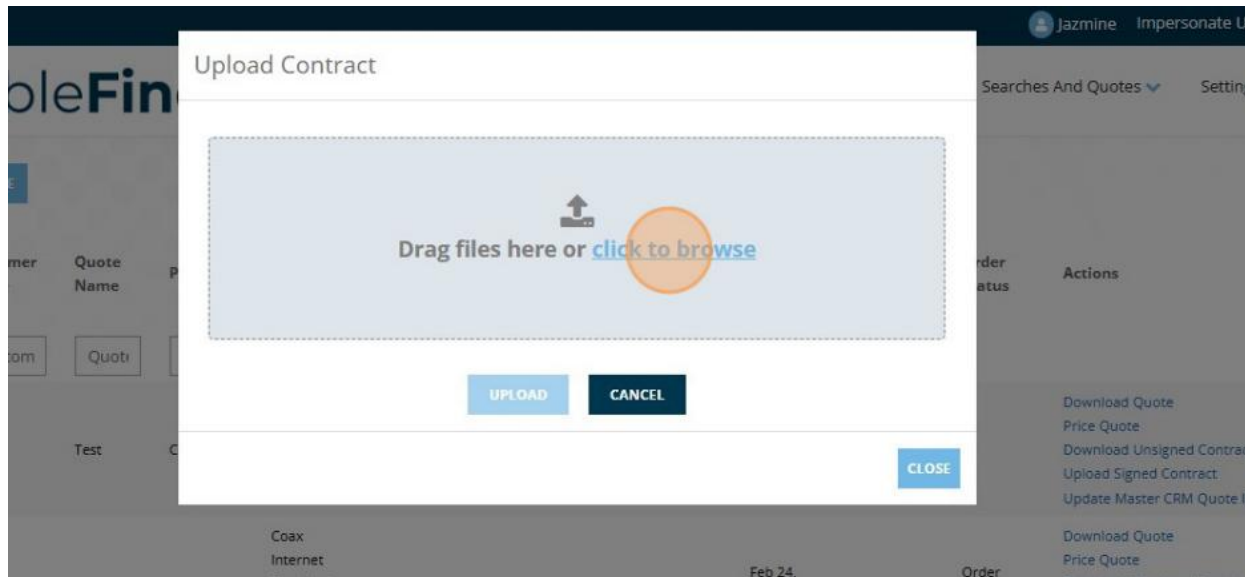
Download Quote

Price Quote

Download Unsigned Contract

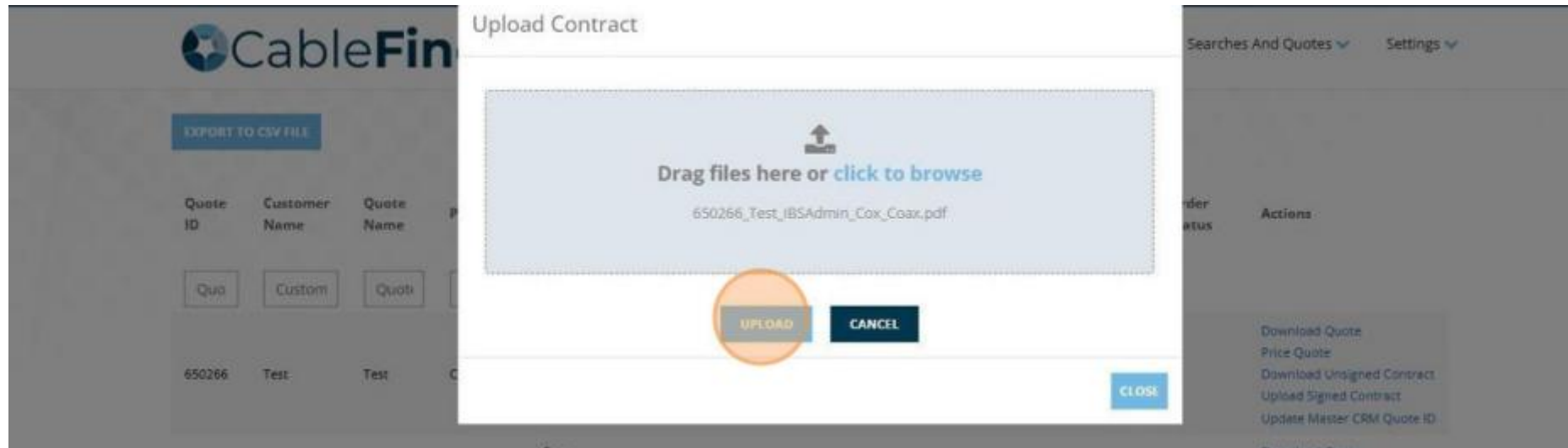
Upload Signed Contract

Update Master CRM Quote ID



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

The file name will display on the screen once it has attached. Click “Upload”



Post CableFinder Emails

Email Confirmation from CableFinder “Contract Uploaded for Quote ID #####”. This will go to CableFinder user and the TSD.

Contract Uploaded for Quote ID: 650266



CableFinder <noreply@cablefinder.net>

To
Cc



26a454f7-4ad2-4ac5-bca8-549616a762b8-650266_Test_IBSAdmin_Cox_Coax.pdf
201 KB

A contract has been uploaded for the Quote: 650266.

Following are the details:

Username: jazmine

Email Address: jazmine@cablefinder.net

Phone Number: NA

Distributor: IBSAdmin

Customer Name: Test

Address: 25546 Mill St, Olmsted Falls, OH 44138, USA

Service Provider: cox

Service Type: Coax Internet,Promo

MRC: 93

NRC: 99

Kindly view the attachment for the uploaded contract.