








Cox Fiber

User Guide

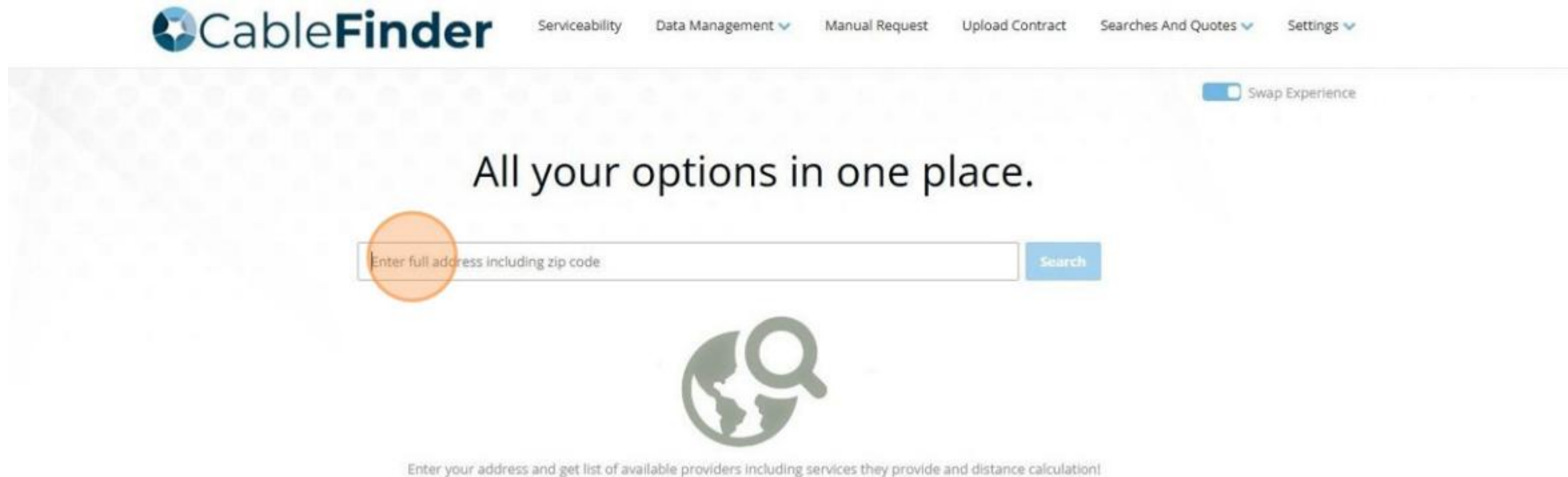
Serviceability	Pricing	Quote Generation	Contract Generation	Order Placement
				
API Driven Serviceability	Manual Pricing	PDF Creation	PDF Creation	Contract Upload sends contract via email to TSD

 =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 is the CableFinder logo and a navigation 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 header is a toggle switch labeled "Swap Experience". The main content area has the heading "All your options in one place." Below this 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, there is a line of text: "Enter your address and get list of available providers including services they provide and distance calculation!"

2

Results will display as shown below.



ServiceabilityData ManagementManual RequestUpload ContractSearches And QuotesSettings

Swap Experience

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



Serviceable

Green

TIME:

30-45 Days

DIST:

-

MAX SPEED:

1G

Products


Cox Optical Internet

Tech

XGSPON (Overlay)

Configure Pricing

DEDICATED



Serviceable

Yellow

TIME:

120 Days

DIST:

-

MAX SPEED:


10G

Products

IP-DIA

Configure Pricing

DEDICATED



Serviceable

Red

TIME:

Request Pricing for Alternate Options

DIST:

-

MAX SPEED:

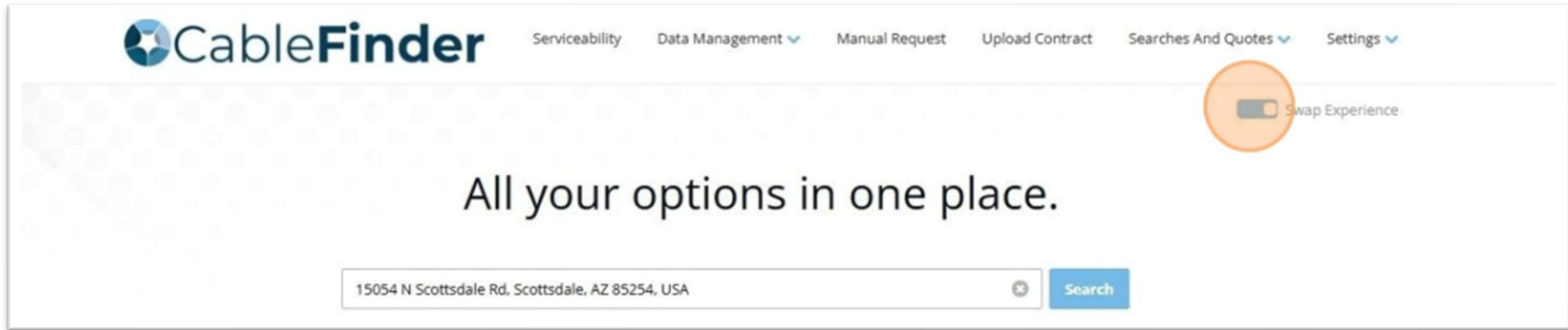
10G

Products

DIA

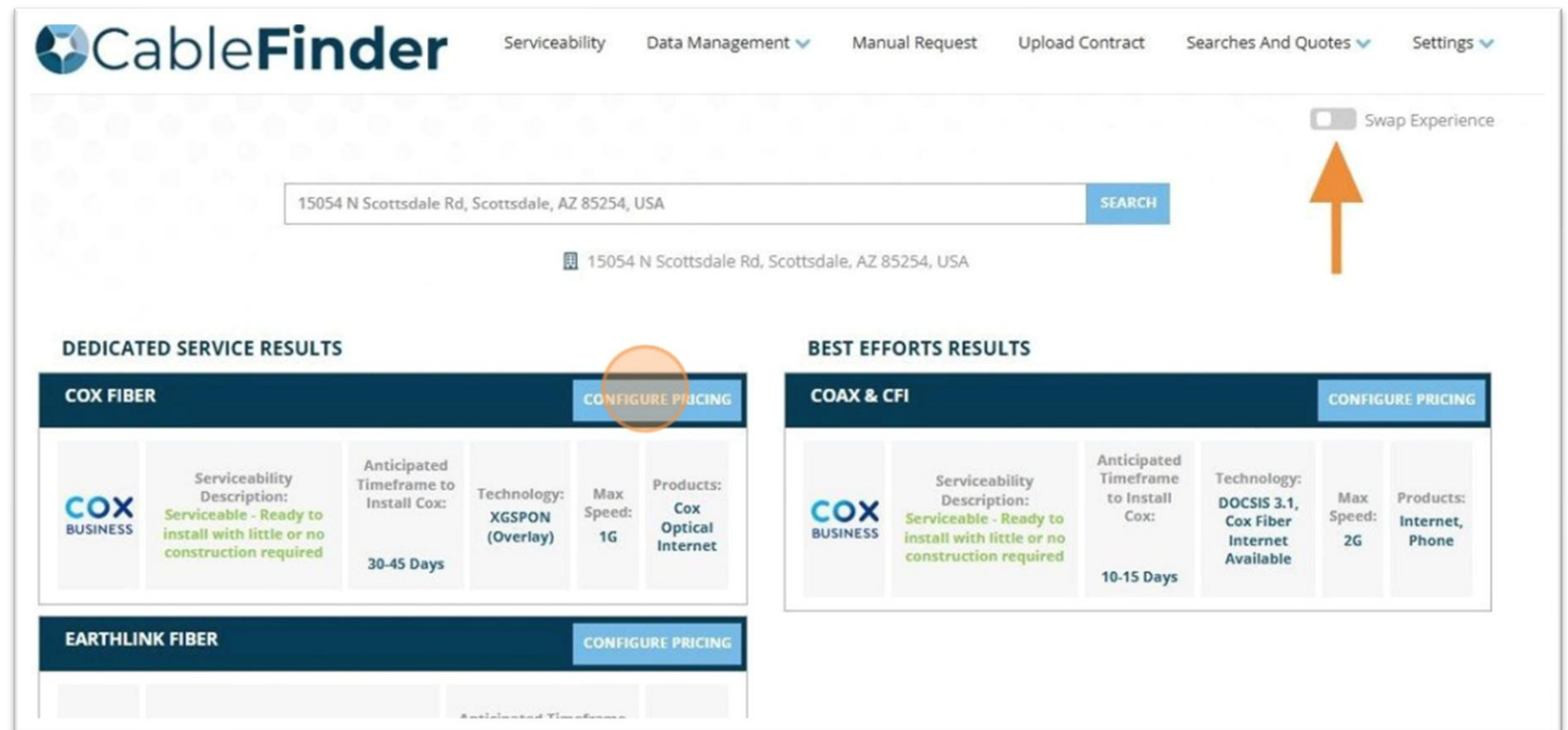
Request Pricing

3



Toggle “Swap Experience” in top right corner to change the view of your results.

Begin to quote by clicking “Configure Pricing”



4

Build your cart by selecting the “Select Term” box to pick a term. Pricing options will remain grey and locked unless this is done first.

PRICING CATALOG

Fiber Only

15054 N Scottsdale Rd, Scottsdale, AZ 85254, USA



Select Term

3 Year Fiber

FIBER

Main Services

Cox Optical Internet 250 Mbps

5

Toggle on “Fiber” to begin pricing.

PRICING CATALOG

Fiber Only

15054 N Scottsdale Rd, Scottsdale, AZ 85254,
USA



Select Term

3 Year Fiber

FIBER



Main Services

Cox Optical Internet 250 Mbps

Additional Services

COI LAN Static IP
Address Block

Static IPv4 LAN



COI WAN Static IP
Address Block

IP Address Block



Cox Optical Internet
Installation

\$500




6

Click the box for “Main Services” to select your Fiber Internet speed. Once your speed is selected, you can make any other changes to your cart such as equipment or Static IPs.

Fiber Only

15054 N Scottsdale Rd, Scottsdale, AZ 85254, USA



Select Term

3 Year Fiber

FIBER

Main Services

Cox Optical Internet 200 Mbps

Additional Services

COI LAN Static IP Address Block

Static IPv4 LAN

COI WAN Static IP Address Block

IP Address Blo

Cox Optical Internet Installation

\$500

7

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

PRICING CATALOG

Fiber Only


15054 N Scottsdale Rd, Scottsdale, AZ 85254, USA

Select Term
3 Year Fiber

FIBER

Main Services
Cox Optical Internet 30 Mbps

Additional Services
COI LAN Static IP Address Block Static IPv4 LAN
COI WAN Static IP Address Block IP Address Block
Cox Optical Internet Installation \$500



FIBER	NRC	MRC
Cox Optical Internet 30 Mbps	0.00	500.00
COI WAN Static IP Address Block (IP Address Block - /29)	0.00	30.00
Cox Optical Internet Installation (\$500)	500.00	0.00
Subtotal:	\$500.00	\$530.00

FIBER DISCOUNT
COI Discretionary Floor Pricing

	NRC	MRC
Total:	\$500.00	\$455.00

GENERATE QUOTE GENERATE CONTRACT

Be sure to have toggle turned on to display drop down and make changes to your shopping cart.

BUSIN

Select Term

3 Year Fiber

FIBER

Main Services

Cox Optical Internet 30 Mbps

Additional Services

COI LAN Static IP Address Block	Static IPv4 LAN	<input type="checkbox"/>
COI WAN Static IP Address Block	IP Address Block	<input checked="" type="checkbox"/>
Cox Optical Internet Installation	\$500	<input checked="" type="checkbox"/>

IP Address Block - /31

IP Address Block - /30

IP Address Block - /29

FIBER	NRC	MRC
Cox Optical Internet 30 Mbps	0.00	500.00
COI LAN Static IP Address Block (Static IPv4 LAN Address Block - /30)	0.00	15.00
COI WAN Static IP Address Block (IP Address Block - /29)	0.00	30.00
Cox Optical Internet Installation (\$500)	500.00	0.00
Subtotal:	\$500.00	\$545.00
FIBER DISCOUNT		
COI Discretionary Floor Pricing		+
	NRC	MRC
Total:	\$500.00	\$470.00

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.”

To create paperwork, click “GENERATE CONTRACT” on the pricing page.

FIBER	NRC	MRC
Cox Optical Internet 30 Mbps	0.00	500.00
COI LAN Static IP Address Block (Static IPv4 LAN Address Block - /30)	0.00	15.00
COI WAN Static IP Address Block (IP Address Block - /29)	0.00	30.00
Cox Optical Internet Installation (\$500)	500.00	0.00
Subtotal:	\$500.00	\$545.00

FIBER DISCOUNT

COI Discretionary Floor Pricing



	NRC	MRC
Total:	\$500.00	\$470.00

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. Once complete, click “OK”

Fiber Only

15054 N Scottsdale Rd, Scottsdale, AZ 85254, USA

Select Term

3 Year Fiber

FIBER

Main Services

Cox Optical Internet 30 Mbps

Additional Services

COI LAN Static IP Address Block Static IPv4 LAN

COI WAN Static IP Address Block IP Address Block

Cox Optical Internet Installation \$500

Please Enter Quote Info

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

Registered Business Name

Quote Name

☐ Send Quote via Email

☐ Request Site Survey

OK CANCEL

FIBER	NRC
Cox Optical Internet 30 Mbps	0.00
COI LAN Static IP Address Block (Static IPv4 LAN Address Block - /30)	0.00
COI WAN Static IP Address Block (IP Address Block - /29)	0.00
Cox Optical Internet Installation (\$500)	500.00
Subtotal:	\$500.00

FIBER DISCOUNT

COI Discretionary Floor Pricing

Promotion applies to all commercial businesses including v with the exception of E-rate, Rural Healthcare (USAC), and I entities. Promotion can be used for private schools, private and private universities . Promotion can apply to foreign co missions and embassies, as they are their own entity. New existing clients adding new locations or circuits; and upgrai upgrading in term the new rate must be greater than or eq Discretionary Pricing Promo and greater than or equal to C current rate. Upgrades may be on a new term or co-termin EPP business rules, co-terminous upgrades require an incr

Enter customer information to reflect on contract.

General	General Customer Information	
Billing	Registered Account Name	Contact Name
CPNI	<input type="text"/>	<input type="text"/>
Confirmation	Business Phone	Cell Phone
	<input type="text"/>	<input type="text"/>
	Email	
	<input type="text"/>	
	Address Line 1	Address Line 2
	<input type="text" value="15054 N Scottsdale Rd"/>	<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="Scottsdale"/>	<input type="text" value="AZ"/>
	Zip	
	<input type="text" value="85254"/>	

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

Address Line 1

15054 N Scottsdale Rd

Address Line 2

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

City

Scottsdale

State

AZ

Zip

85254

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.

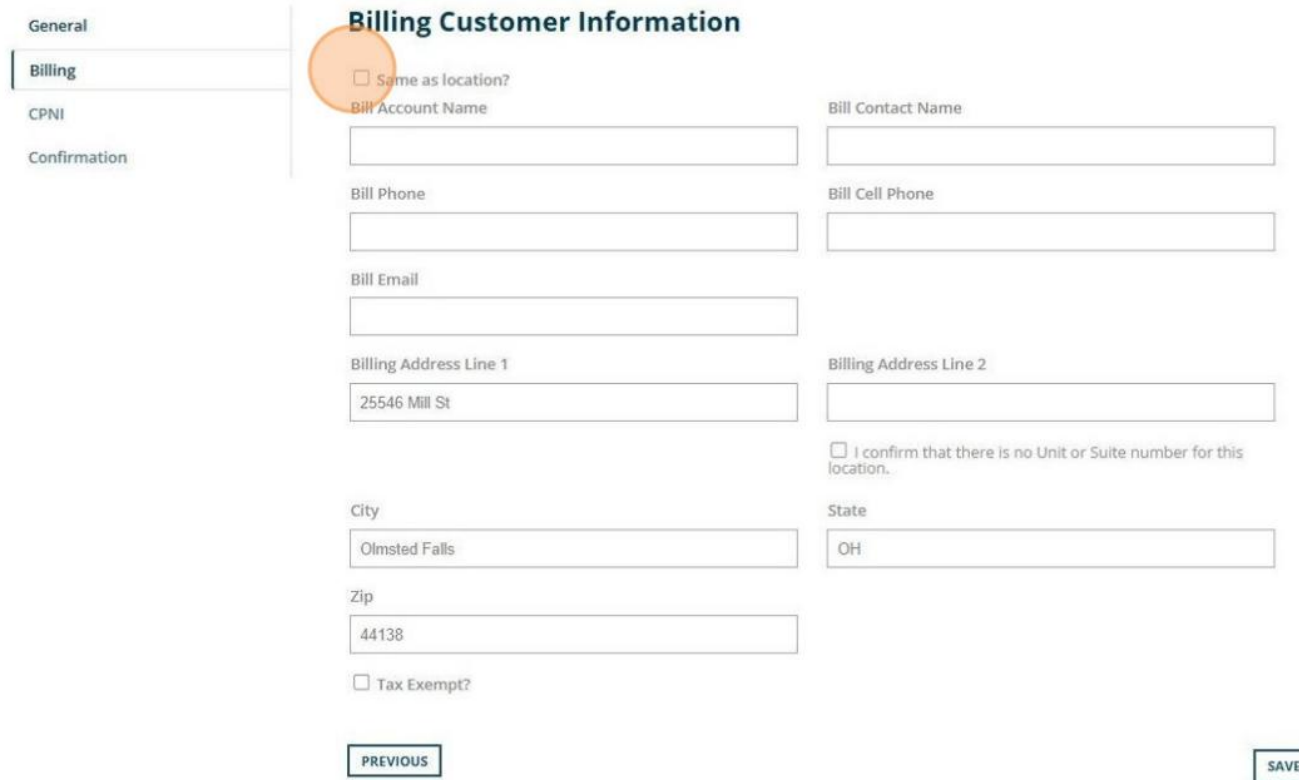
Address Line 1	Address Line 2
<input type="text" value="15054 N Scottsdale Rd"/>	<input type="text"/>
	<input checked="" type="checkbox"/> I confirm that there is no Unit or Suite number for this location.
City	State
<input type="text" value="Scottsdale"/>	<input type="text" value="AZ"/>
Zip	
<input type="text" value="85254"/>	
<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"/>	

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

	Tech Email	
	Tech Cell Phone	

Use the “Same as location” radio button to copy customer information into billing fields. Then click, “Save”.



The screenshot shows a web form titled "Billing Customer Information". On the left is a sidebar with tabs: "General", "Billing" (which is selected), "CPNI", and "Confirmation". The main form area contains several input fields and checkboxes. An orange circle highlights the checkbox labeled "Same as location?". Below this are fields for "Bill Account Name", "Bill Phone", "Bill Email", "Billing Address Line 1" (containing "25546 Mill St"), "City" (containing "Olmsted Falls"), and "Zip" (containing "44138"). To the right of these are fields for "Bill Contact Name", "Bill Cell Phone", "Billing Address Line 2", and "State" (containing "OH"). There is also a checkbox "I confirm that there is no Unit or Suite number for this location." and a "Tax Exempt?" checkbox at the bottom. At the bottom of the form are two buttons: "PREVIOUS" and "SAVE".

General

Billing

CPNI

Confirmation

Billing Customer Information

☐ Same as location?

Bill Account Name

Bill Contact Name

Bill Phone

Bill Cell Phone

Bill Email

Billing Address Line 1

25546 Mill St

Billing Address Line 2

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

City

Olmsted Falls

State

OH

Zip

44138

☐ Tax Exempt?

PREVIOUS

SAVE

Complete the required fields for Cox Business CPNI

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 all zeros (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?

☐ What is your favorite sport or hobby?

☐ Who was your favorite teacher?

☐ Where was your mother born?

☐ What is your favorite restaurant?

☐ What was your first school?

☐ What was your childhood pet's name?

☒ Same as customer info?

Click the box to enter the answer to one security question.

Confirmation

Contact Email

test@test.com

Select one secret question

☒ What is your favorite food or drink?

☐ What is your favorite sport or hobby?

☐ Who was your favorite teacher?

☐ Where was your mother born?

☐ 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 th Billing/Account Information

☒ Same as customer info?

Jazmine Pizarro

Below the security questions are field to add any authorized users to the account. You may also click the same radio button to carry over the customer information. Then click “Save” in the bottom right corner.

☐ Who was your favorite teacher?

☐ Where was your mother born?

☐ 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?

Jazmine Pizarro

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

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

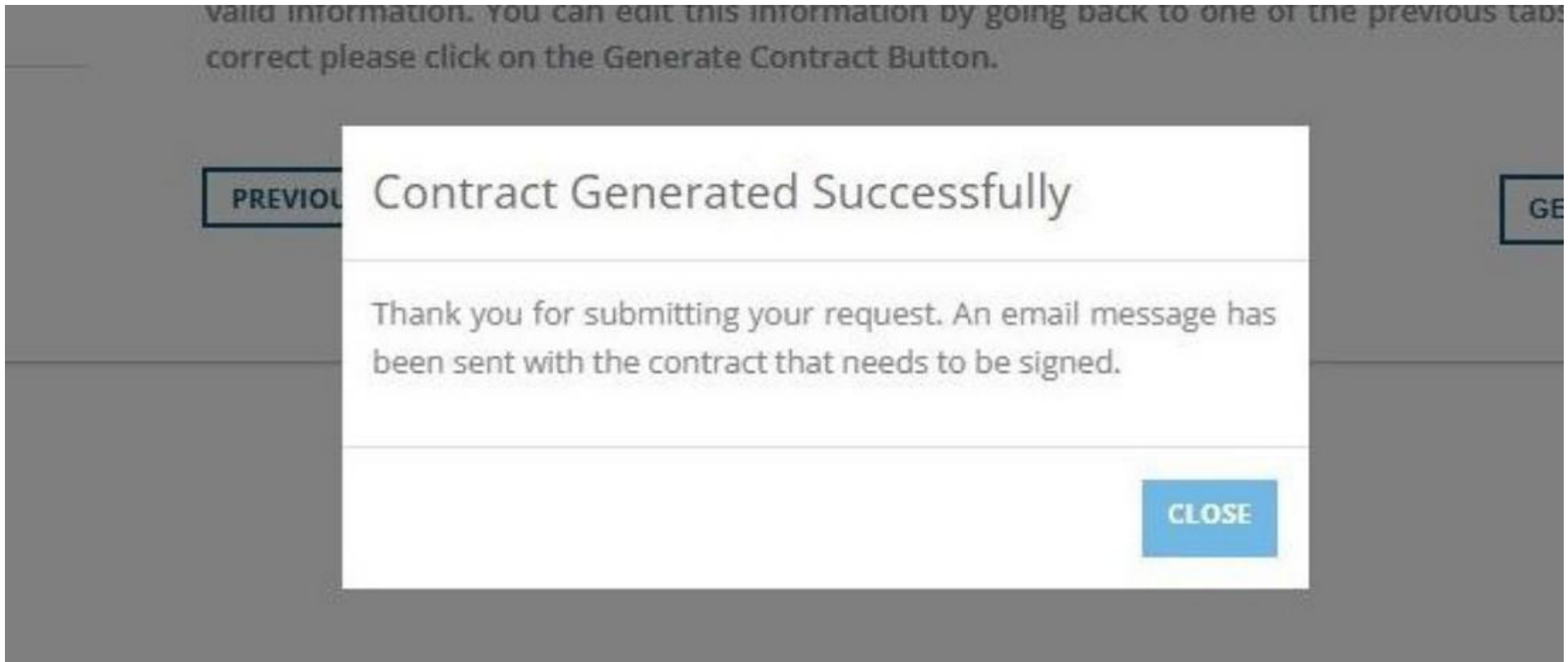
Signee E-mail Address

☐ Would you like to send a copy?

OKClose

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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 Fiber Contract to CableFinder

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

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Click “Searches And Quotes” in the top right corner of the screen to display drop down.

The screenshot displays the CableFinder web application. At the top, a dark blue navigation bar contains the CableFinder logo and several menu items: Serviceability, Data Management, Manual Request, Upload Contract, Searches And Quotes, and Settings. The 'Searches And Quotes' menu is open, showing a list of options: New Multi-Site Search, Multi-Site Search History, Multi-Site Search Admin Dashboard, Pricing Quotes History, Pricing Quotes Admin Dashboard, and Search History. Below the navigation bar, a large white area features the text 'All your options in one place.' and a search input field containing the address '15054 N Scottsdale Rd, Scottsdale, AZ 85254, USA'. Below the search field, there are checkboxes for 'Dedicated', 'Best Efforts', and 'Wireless'. The results section, titled 'Showing 6 results', displays three service cards for COX BUSINESS, EarthLink Business, and Zayo. Each card shows a 'Serviceable' status with a color-coded indicator (Green for COX and EarthLink, Yellow for Zayo) and a table with columns for TIME, DIST, and MAX SPEED.

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

All your options in one place.

15054 N Scottsdale Rd, Scottsdale, AZ 85254, USA

☒ Dedicated ☒ Best Efforts ☒ Wireless

Showing 6 results

Dedicated Service Results
Industry leading fiber, speeds and services

DEDICATED		
COX BUSINESS		
Serviceable Green		
TIME:	DIST:	MAX SPEED:
30.45 Days	-	10G

DEDICATED		
EarthLink Business		
Serviceable Green		
TIME:	DIST:	MAX SPEED:
30 Days	-	10G

DEDICATED		
zayo		
Serviceable Yellow		
TIME:	DIST:	MAX SPEED:
120 Days	-	10G

Click “Pricing Quotes History”

der Serviceability Data Management Manual Request Upload Contract Searches And Quotes Settings

Jazmine Impersonate User

All your options in one place.

N Scottsdale Rd, Scottsdale, AZ 85254, USA

☒ Dedicated ☒ Best Efforts ☒ Wireless

Showing 6 results

DEDICATED

COX BUSINESS

Serviceable Green

TIME: DIST: MAX SPEED:

DEDICATED

EarthLink Business

Serviceable Green

TIME: DIST: MAX SPEED:



DEDICATED

zayo

Serviceable Yellow

TIME: DIST: MAX SPEED:

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

 Serviceability Data Management  Manual Request Upload Contract Searches And

[EXPORT TO CSV FILE](#)

Quote ID	Customer Name	Quote Name	Provider	Selected Services	Sent To	Master CRM Quote ID	Accepted	Date/Time	DocuSign Status	Order Status
<input type="text" value="Quo"/>	<input type="text" value="Custom"/>	<input type="text" value="Quot"/>	<input type="text" value="Provid"/>	<input type="text" value="Select"/>	<input type="text" value="Sent To"/>	<input type="text" value="Mast"/>				
652162	Test	Test	Cox	Fiber	N/A		FALSE	Feb 26, 2025, 11:44:34 AM		
652154	Cox Fiber Test	Cox Fiber Test	Cox	Fiber	N/A		FALSE	Feb 26, 2025, 11:33:13 AM		Order Submitted to TSD

Under “Actions”, click “Upload Signed Contract”

Actions

Download Quote

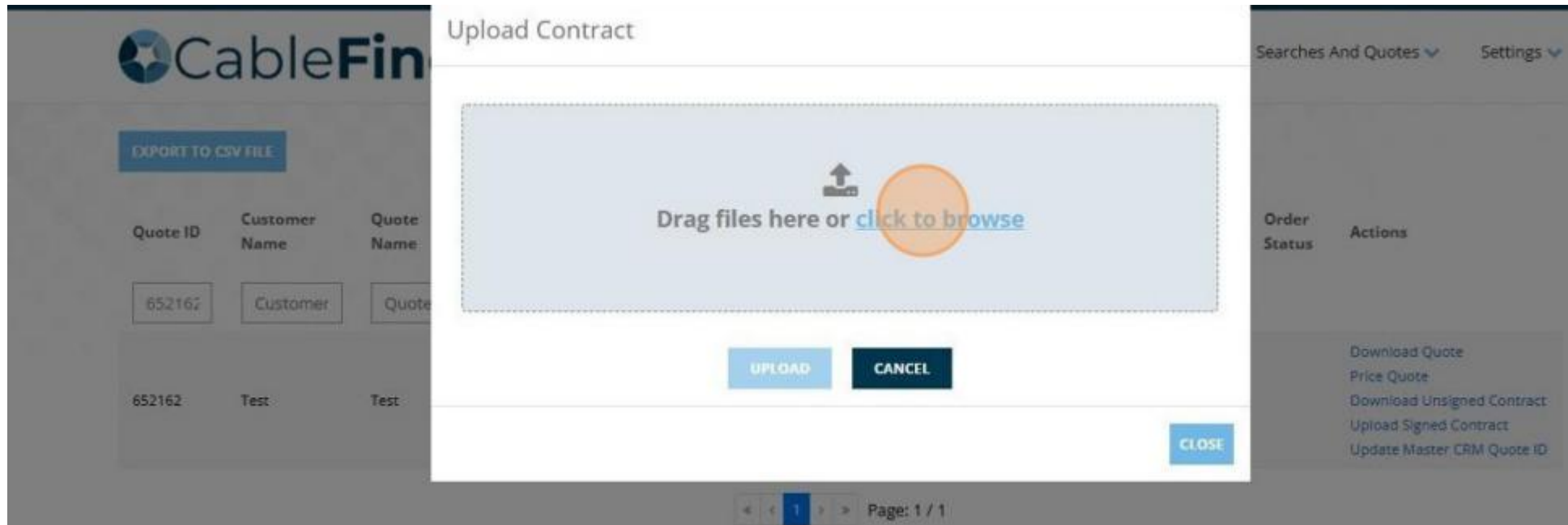
Price Quote

Download Unsigned Contract

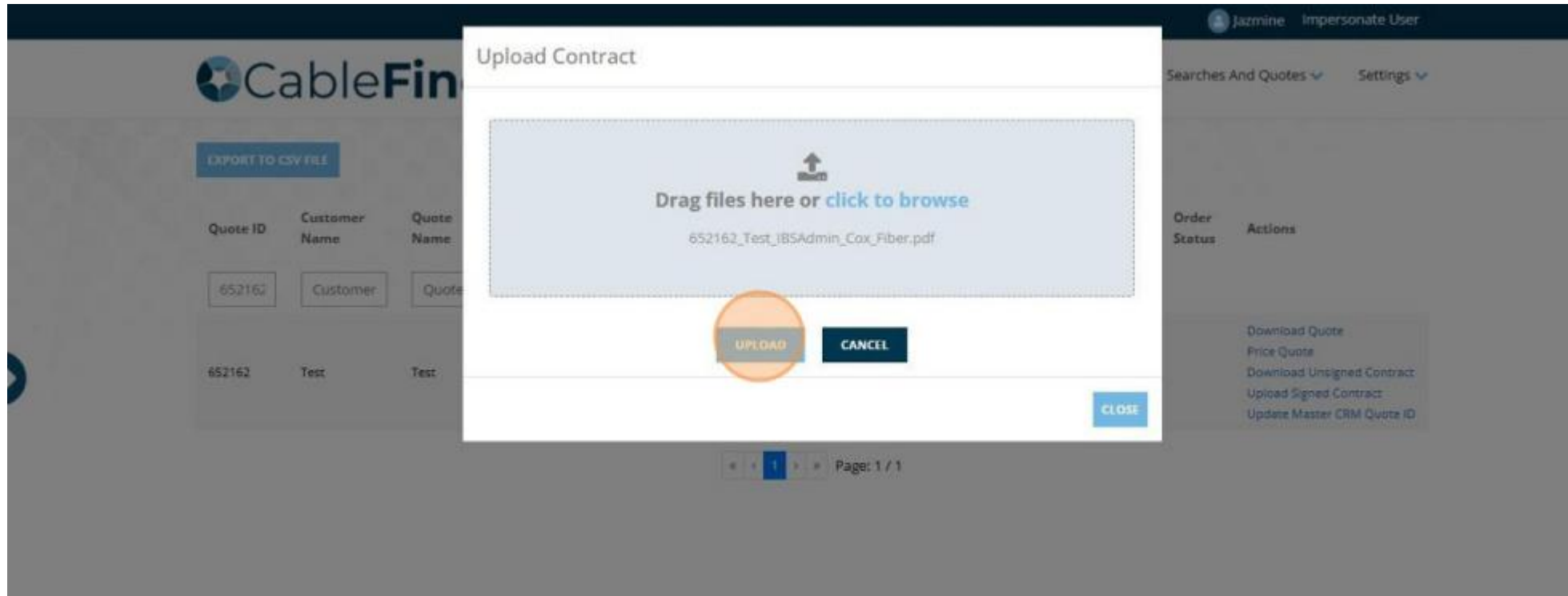
Upload Signed Contract

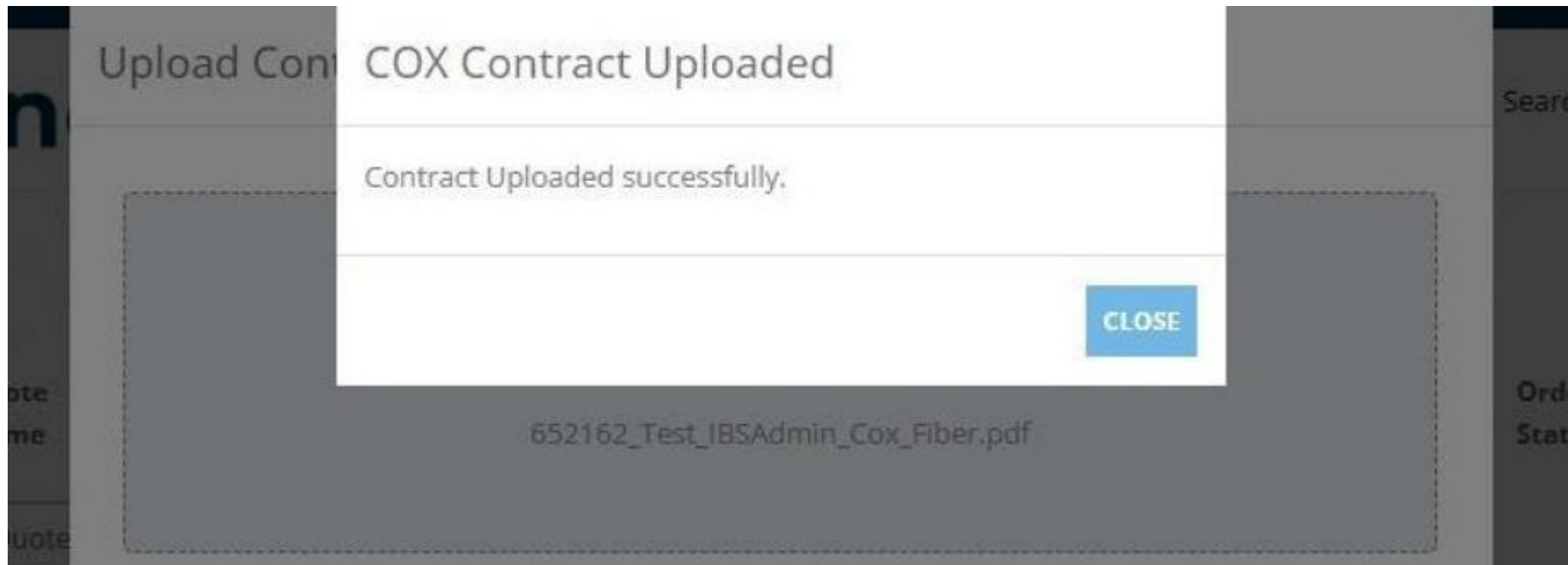
Update Master CRM Quote ID

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”





An upload confirmation will appear on the screen.

Post CableFinder Emails

Contract Uploaded for Quote ID: 652162



CableFinder <noreply@cablefinder.net>

To

Cc



A contract has been uploaded for the Quote: 652162.

Following are the details:

Username: jazmine

Email Address: jazmine@cablefinder.net

Phone Number: NA

Distributor: IBSAdmin

Customer Name: Test

Address: 15054 N Scottsdale Rd, Scottsdale, AZ 85254, USA

Service Provider: cox

Service Type: Fiber

MRC: 470

NRC: 500

Kindly view the attachment for the uploaded contract.

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