








Earthlink Fixed Wireless User Guide

Serviceability	Pricing	Quote Generation	Contract Generation	Order Placement
				
API Driven Serviceability	Manual Pricing	PDF Creation	Contract Request	

 =API Driven Data  = No API/Manual




1

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

All your options in one place.

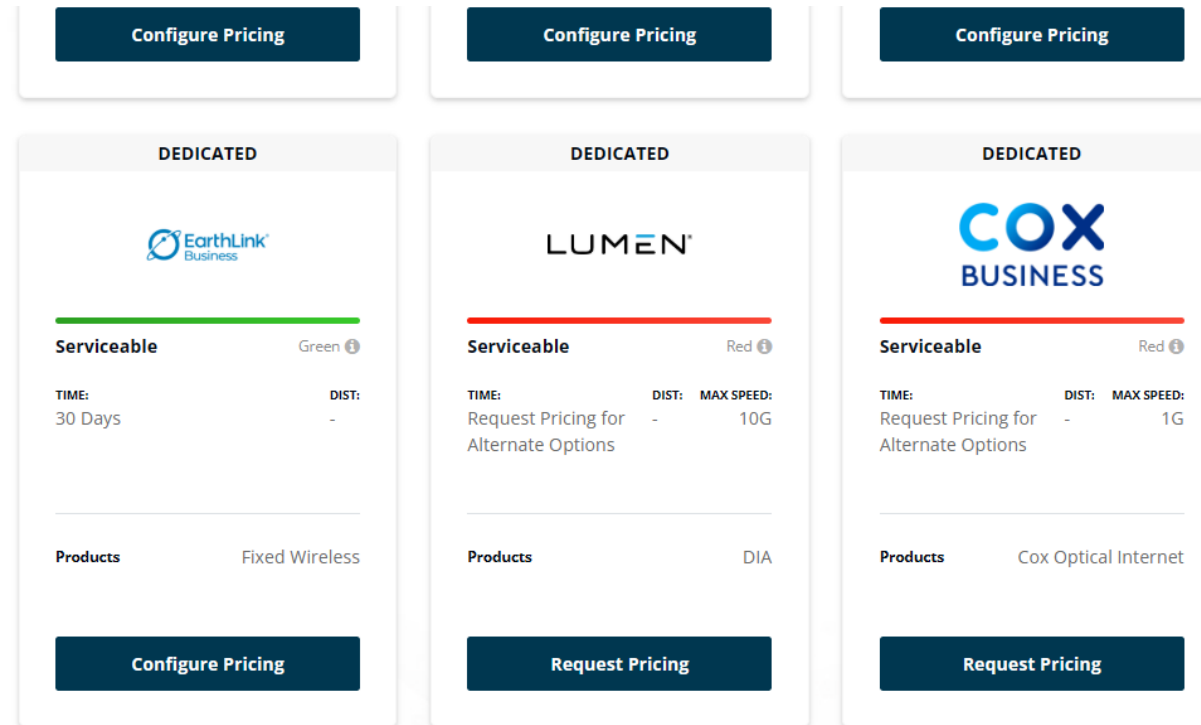
✕ Search



Enter your address and get list of available providers including services they provide and distance calculation!

2

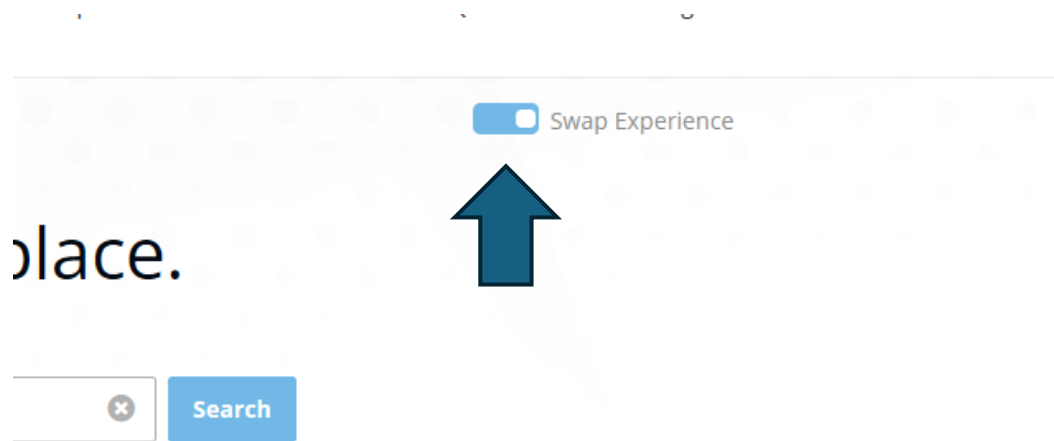
After clicking “Search”, the results page will generate who the provider is, a serviceability description, the anticipated timeframe to install, the max speed and the products available. Options will display as shown below.



The image displays three serviceability result cards side-by-side, each for a different provider. Each card has a 'Configure Pricing' button at the top and a 'Request Pricing' button at the bottom. The cards are for EarthLink Business, LUMEN, and COX BUSINESS. Each card shows a 'Serviceable' status with a color-coded bar (Green for EarthLink, Red for Lumen and Cox). The 'Serviceable' section includes a 'TIME:' field (30 Days for EarthLink, 'Request Pricing for Alternate Options' for Lumen and Cox), a 'DIST:' field ('-' for all), and a 'MAX SPEED:' field ('-' for EarthLink, '10G' for Lumen, and '1G' for Cox). The 'Products' section lists 'Fixed Wireless' for EarthLink, 'DIA' for Lumen, and 'Cox Optical Internet' for Cox.

Provider	Serviceable Status	TIME	DIST	MAX SPEED	Products
EarthLink Business	Green	30 Days	-	-	Fixed Wireless
LUMEN	Red	Request Pricing for Alternate Options	-	10G	DIA
COX BUSINESS	Red	Request Pricing for Alternate Options	-	1G	Cox Optical Internet


3





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

4

When swap experience is toggled off, the results will display as shown below. 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.

AT&T FIBER					CONFIGURE PRICING
	Serviceability Description: Serviceable - Ready to install with little or no construction required	Anticipated Timeframe to Install AT&T: 30-45 Days	Max Speed: 10G	Products: ADI	
EARTHLINK FIBER					CONFIGURE PRICING
	Serviceability Description: Serviceable - Ready to install with little or no construction required	Anticipated Timeframe to Install Earthlink: 30 Days		Products: Fixed Wireless	

ACC BROADBAND					CONFIGURE PRICING
	Serviceability Description: Serviceable - Ready to install with little or no construction required	Anticipated Timeframe to Install Acc: 10-15 Days	Max Speed: 1 Gig	Products: Internet	
COX COAX					REQUEST PRICING
	Serviceability Description: Initial checks indicate that major construction may be required.	Anticipated Timeframe to Install Cox: Request Pricing for Alternate Options	Max Speed: 2G	Products: Internet, Phone	

5

Promotional Pricing

4640 Cass St, San Diego, CA 92109, USA



Select Term

3 Year



FIXED WIRELESS



Products

Dedicated Fixed Wireless 50x20Mbps 36mo

Additional Products

4G / 5G LTE

×

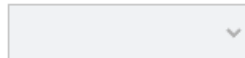


Managed Failover
Device

×



Fortinet



Install Waived

×



Click the drop down next to “Select Term” to change the contract term.

6

4640 Cass St, San Diego, CA 92109, USA

Select Term

3 Year

FIXED WIRELESS



Products

Dedicated Fixed Wireless 50x20Mbps 36mo

Additional Products

4G / 5G LTE

×

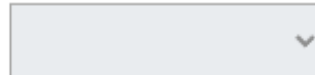


Managed Failover
Device

×



Fortinet



Install Waived

×



Toggle on “FIXIED WIRELESS” to begin quoting.

7

Select Term

3 Year

FIXED WIRELESS



Products

Dedicated Fixed Wireless 50x20Mbps 36mo



Additional Products

4G / 5G LTE

×

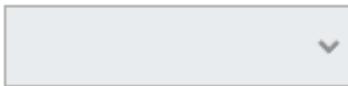


Managed Failover
Device

×



Fortinet



Install Waived

×



Click the box under “Products” to see drop down list of available internet options.

8

Once an internet speed is selected, use the toggles under “Additional Products” to add these features to your shopping cart.

4640 Cass St, San Diego, CA 92109, USA

Select Term

3 Year

FIXED WIRELESS



Products

Dedicated Fixed Wireless 30x10Mbps 36mo

Additional Products

4G / 5G LTE

x



Managed Failover
Device

x



Fortinet



Install Waived

x



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”.

PRODUCTS & FEES	NRC	MRC
Dedicated Fixed Wireless 30x10Mbps 36mo	\$250.00	\$95.00

Subtotal: \$250 \$95

TOTAL	NRC	MRC
Total:	\$250	\$95

GENERATE QUOTE

GENERATE CONTRACT

Click “Generate Contract” to begin building your contract details.

PRODUCTS & FEES	NRC	MRC
Dedicated Fixed Wireless 30x10Mbps 36mo	\$250.00	\$95.00
Subtotal:	\$250	\$95

TOTAL	NRC	MRC
Total:	\$250	\$95

[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. Click “OK”

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

Complete all the required fields to reflect on the contract.

General

Billing

Confirmation

General Customer Information

Registered Account Name

Contact Name

Business Phone

Email

Address Line 1

Address Line 2

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

City

State

Zip

NEXT

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

Address Line 1

4640 Cass St

Address Line 2

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

City

San Diego

State

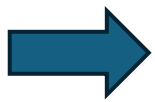
CA

Zip

92109

If there is no suite or unit number, confirm by clicking the box next to “I confirm that there is no Unit or Suite number for this location”.

Address Line 2



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

When complete, click “NEXT” in the bottom right corner to proceed to billing information.

General Customer Information

Registered Account Name

Contact Name

Business Phone

Email

Address Line 1

Address Line 2

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

City

State


Zip

NEXT




Use the “Same as location” radio button to copy customer information into the billing fields. Should this information be different than the general customer info, complete each field manually.

Click “NEXT”

 ☒ Same as location?

Bill Account Name	Bill Contact Name
<input type="text"/>	<input type="text"/>
Bill Phone	Bill Email
<input type="text"/>	<input type="text"/>
Billing Address Line 1	Billing Address Line 2
<input type="text" value="4640 Cass 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="San Diego"/>	<input type="text" value="CA"/>
Zip	
<input type="text" value="92109"/>	



10

Complete the Signee information manually or use the “Same as primary” radio button to carry over the general customer information. Then, click “Request Contract”

Important: Earthlink will send the contract directly to the signer, CCing the CableFinder user. The CableFinder user will be notified and receive a copy of the signed contract when completed.

DocuSign Signature Contact

Earthlink will send contract to this contact for eSignature.

☐ Same as Primary?

Contact Name

Title

Email

PREVIOUS

REQUEST CONTRACT

Click “I ACCEPT”

Earthlink Rules of Engagement

By accepting below, I certified that I understand that CableFinder generated contracts do not supersede any Earthlink Rules of Engagement and that this account may be already registered and locked by an alternate sales Channel. Virtual Site Survey results show feasibility. However, an in-person may still be required before installation.

I ACCEPT

I DECLINE

You will immediately receive an email from CableFinder confirming your request has been submitted.

Quote#763568 - Earthlink Contract Requested for test



noreply@cablefinder.net

☰ ☺ ↩ Reply ↩ Reply all → Forward | 🔗 ⚙️ 📧

To: ORN-channel@elink.com

Mon 7/21/2025

Cc: Jazmine Pizarro; CableFinder

Thank you for using CableFinder. The Earthlink Orders Team is currently preparing the contract and will send it to the provided DocuSign information that was entered into CableFinder. You will be copied on the email along with the TSD. Once the document is signed, return to CableFinder and access the Pricing Quote History Dashboard under the Searches and Quotes Menu to upload the signed document and complete the ordering process.

Dedicated Fixed Wireless 30x10Mbps 36mo	\$250.00	\$95.00
Subtotal:	\$250	\$95
Total:	\$250	\$95

TSD: Innovative Business Solutions

Solution Provider name: IBSAdmin

Solution Provider Contact Name: Jazmine Pizarro

Solution Provider email: jazmine@cablefinder.net

Solution Provider Phone: NA

Business Name: test

Customer Contact Name: test

Customer Contact Email: test@test.com

Customer Contact Phone: 8787777887

Service Address: 4640 Cass St

City: San Diego

State: CA

Zip: 92109

Billing Contact Name: test

Billing Contact Email: test@test.com

Billing Contact Phone: 7777777777

Billing Address: 4640 Cass St

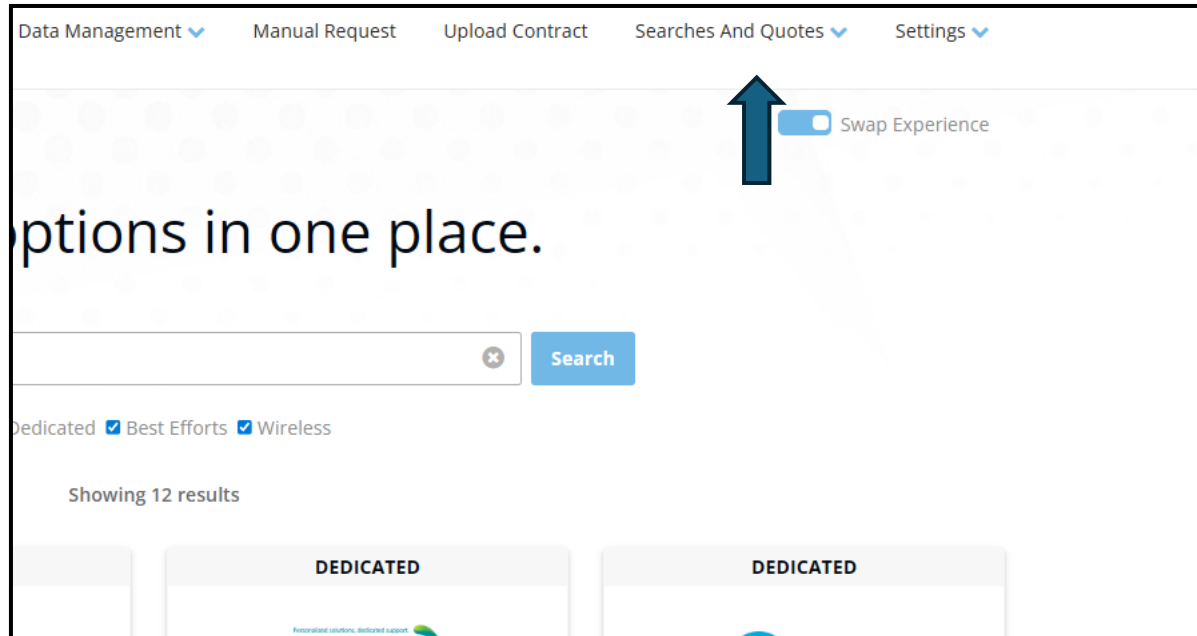
Billing Address City: San Diego

Billing Address State: CA

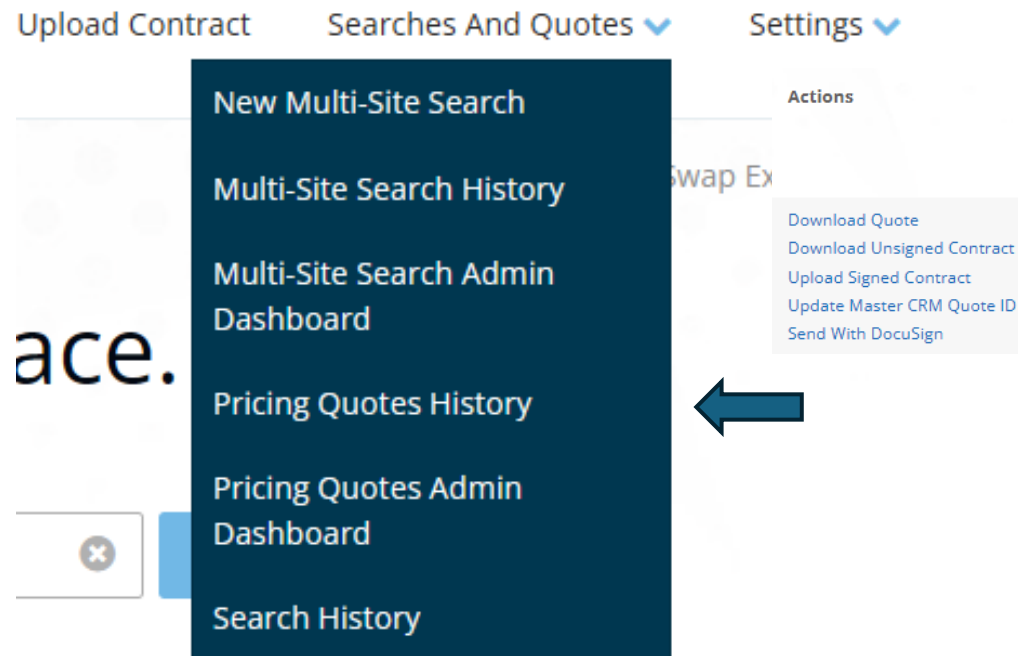
Billing Address Zip: 92109

Uploading Earthlink Fixed Wireless Contract to CableFinder

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



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



From the drop-down, select
“Pricing Quotes History”

In the “Quote ID” field enter your 6-digit quote ID. This can be found in the subject line of your “Request” email in Step 12.

You can also search by the Customer Name. (the label you created on the pricing page)

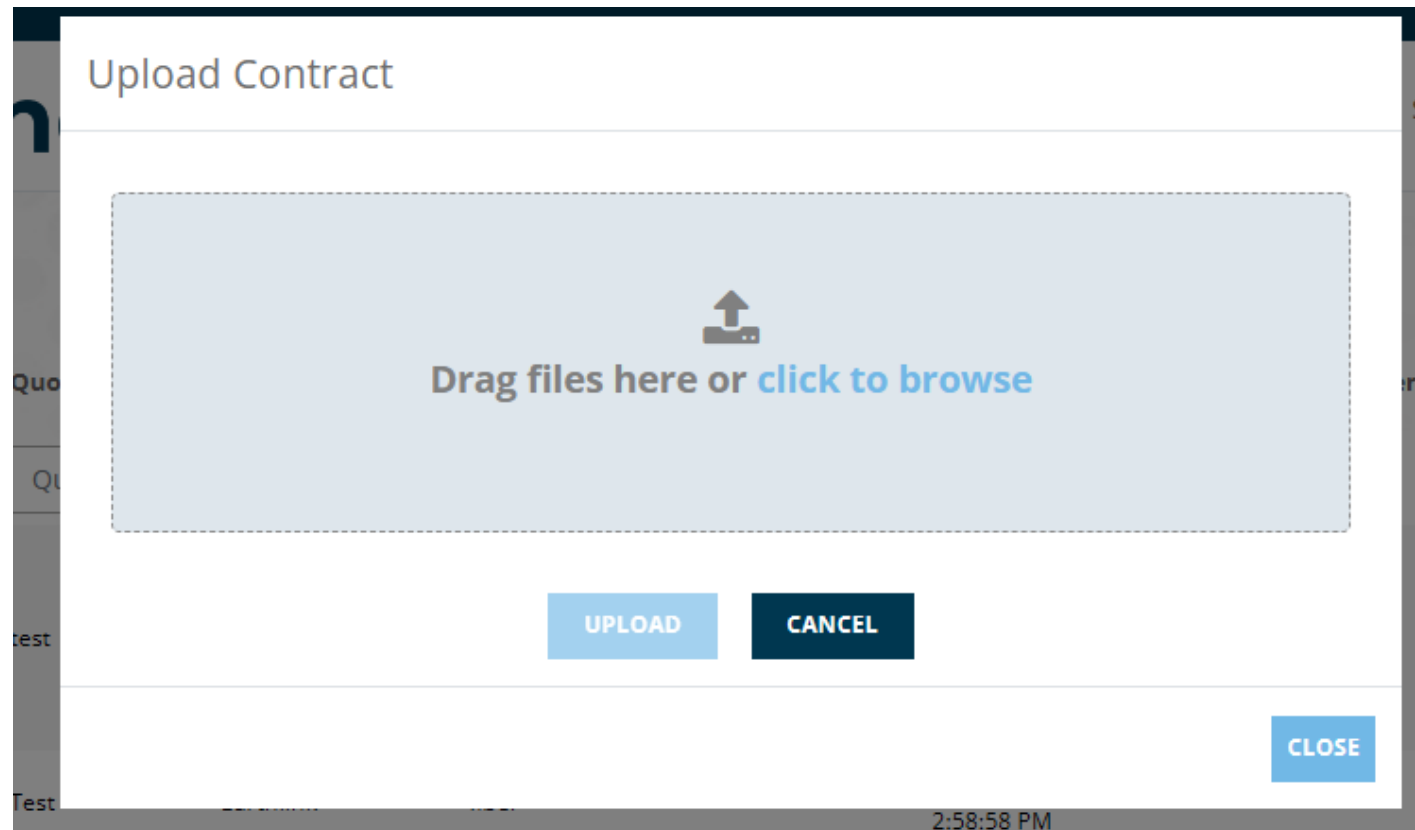
EXPORT TO CSV FILE									
Quote ID	Customer Name	Quote Name	Provider	Selected Services	Master CRM Quote ID	Date/Time	DocuSign Status	Order Status	Actions
763568	test	test	Earthlink	fiber		Jul 21, 2025, 3:19:21 PM			Download Quote Download Unsigned Contract Upload Signed Contract Update Master CRM Quote ID Send With DocuSign
763544	Test	Test	Earthlink	fiber		Jul 21, 2025, 2:58:58 PM			Download Quote Update Master CRM Quote ID
760239	Test	test	Spectrum	Fiber		Jul 16, 2025, 3:55:46 PM			Download Quote Update Master CRM Quote ID
760234	Test	test	Comcast	Coax Internet		Jul 16, 2025, 3:44:32 PM			Download Quote Update Master CRM Quote ID

Actions

Download Quote
Download Unsigned Contract
Upload Signed Contract
Update Master CRM Quote ID
Send With DocuSign

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.



The screenshot shows a web application interface with a dark blue header. A modal dialog box titled "Upload Contract" is centered on the screen. The dialog has a white background and a thin grey border. Inside the dialog, there is a large light blue rectangular area with a dashed border. In the center of this area is a dark grey icon of a computer monitor with an upward-pointing arrow. Below the icon, the text "Drag files here or [click to browse](#)" is displayed in a dark grey font. At the bottom of the dialog, there are three buttons: a light blue "UPLOAD" button, a dark blue "CANCEL" button, and a light blue "CLOSE" button located in the bottom right corner. The background of the application is slightly dimmed, showing some text like "Quo", "test", and "Test". A timestamp "2:58:58 PM" is visible in the bottom right corner of the application window.

Upload Contract

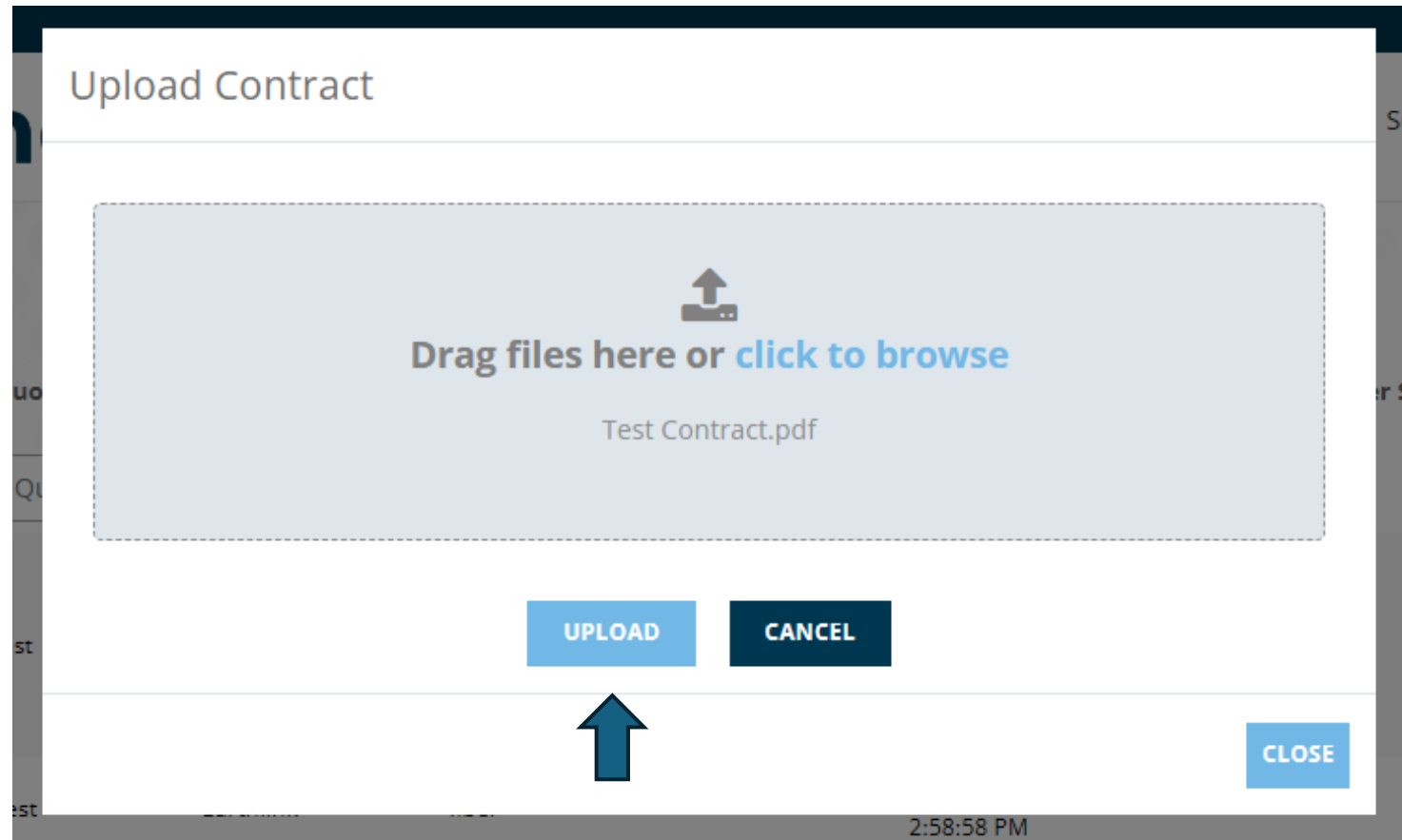
Drag files here or [click to browse](#)

UPLOAD CANCEL

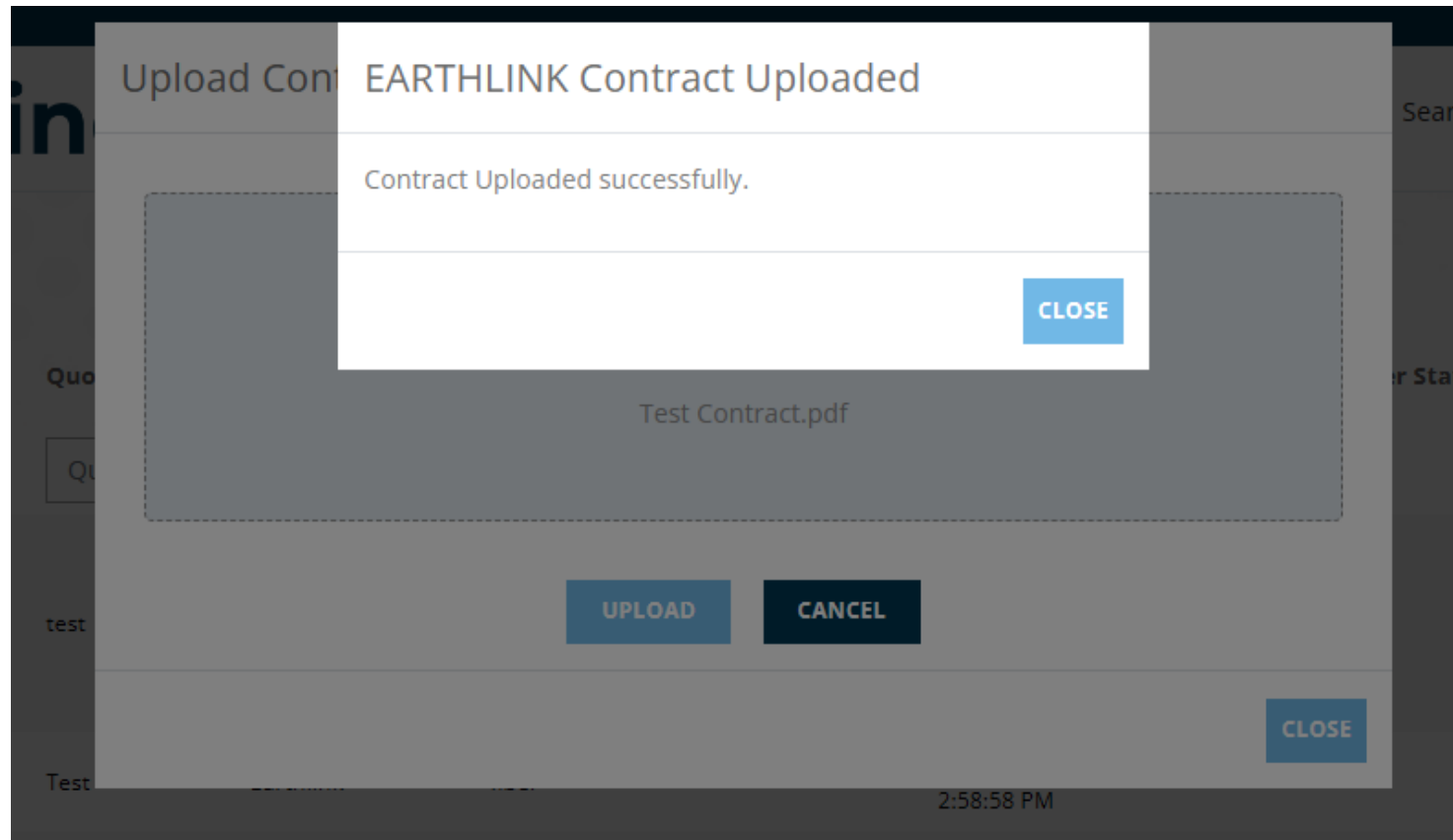
CLOSE

2:58:58 PM

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



An upload confirmation will appear on the screen, indicating the contract has been uploaded into CableFinder, and sent to the appropriate TSD for processing.



Post CableFinder E-Mails

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

