CableFinder

Lumen

User Guide

	Serviceability	Pricing	Quote Generation	Contract Generation	Contract Upload	Order Placement
DIA	✔	✔	✔	✔	✔	✔

✔ =API Driven Data   ✔ = No API / Manual

Check Serviceability	→	Quote	→	Generate Contract	→	Upload Contract	→	Order Placement

1

Click the address bar to type in a business name or address, then click "Search."

2 The results page will generate who the provider is, a serviceability description, the anticipated timeframe to install, the max speed and the products available.

Click "Configure Pricing"

Showing :

Dedicated Service

Industry leading fiber, speeds and services

DEDICATED

LUMEN

Serviceable   Green ⓘ

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

Products   DIA

Configure Pricing

3

Click the toggle next to "FIBER" to begin quoting.

Click the drop down "Select Term" to review term options. Add managed router if applicable

4

Turn the toggle on for 1 of the 3 Main Service options. You can then select an internet speed from the drop down by selecting the drop-down arrow.

Select Term

| 3 Year Fiber | ⌄ |

FIBER

Main Services

Fast E - Ethernet Switched Access (1-100)	10 Mb ⌄	
GigE - Ethernet Switched Access (50-1,000)	50 Mb ⌄	
10 GigE - Ethernet Switched Access (500-6,000)	1000 I ⌄	

Billing

| Billing Method Options* | Flat Rate ⌄ | |

Building Extension

| Extension Type Options* | Standard Delivery - T ⌄ | |

5

FIBER	NRC	MRC
10 Mbps 100BASE-T Dedicated Internet Access	$0.00	$220.00
Port - 10 Mbps 100BASE-T	$0.00	$122.00
Standard Delivery - To the MPoE (Customer Provided)	$0.00	$0.00

TOTAL	NRC	MRC
Total	$0.00	$342.00

GENERATE QUOTE **GENERATE CONTRACT**

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.

In the shopping cart, view any one-time fees/non-recurring charges (NRC) and monthly recurring charges (MRC)

6

Click "GENERATE CONTRACT"

PRICING CATALOG

Fiber Only

202 Sixth St, Castle Rock, CO 80104, USA

LUMEN®

Select Term

3 Year Fiber

FIBER		

Main Services

Fast E - Ethernet Switched Access (1-100)   10 Mb

GigE - Ethernet Switched Access (50-1,000)   50 Mb

10 GigE - Ethernet Switched Access (500-6,000)   1000 I

Billing

Billing Method Options*   Flat Rate

Building Extension

Extension Type Options*   Standard Delivery - T

MANAGED ROUTERS		

Main Services

Managed Router   Managed Routers 1G

FIBER	NRC	MRC
10 Mbps 100BASE-T Dedicated Internet Access	$0.00	$220.00
Port - 10 Mbps 100BASE-T	$0.00	$122.00
Standard Delivery - To the MPoE (Customer Provided)	$0.00	$0.00
Managed Routers 1G/GigE (3y)	$0.00	$375.00

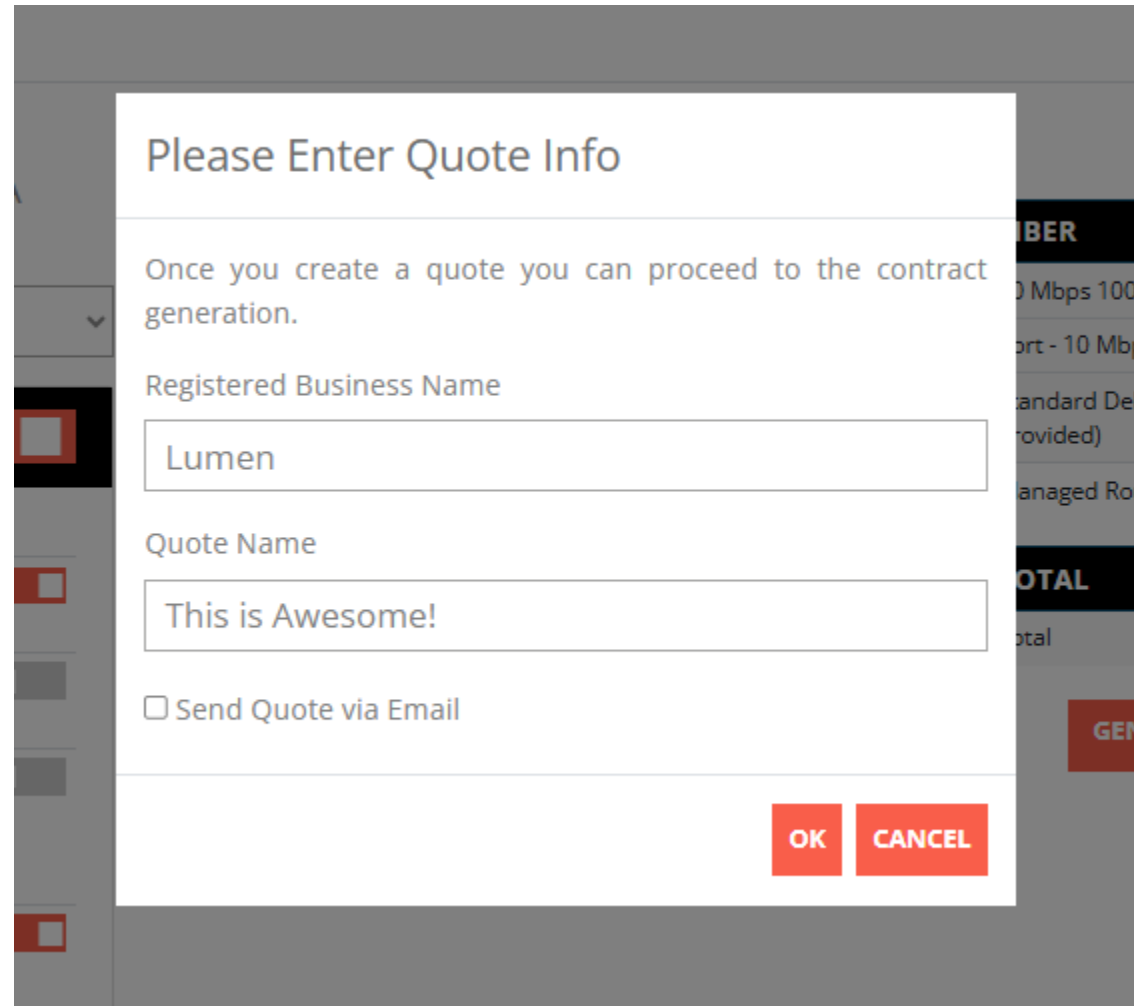| TOTAL	NRC	MRC
Total	$0.00	$717.00

GENERATE QUOTE   GENERATE CONTRACT

7 Enter the Business Name and Quote Name. Email Quote (optional). Label the quote with the business name and quote name for easy reference in the Searches and Quotes dashboard. Click "OK"

Please Enter Quote Info

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

Registered Business Name

Lumen

Quote Name

This is Awesome!

☐ Send Quote via Email

OK CANCEL

8

Complete the "General Customer Information" to reflect on the contract.

General

Billing

Confirmation

General Customer Information

Registered Account Name

Contact Name

Business Phone

Cell Phone

5555555555

Email

Customer Title

Address Line 1

202 6TH ST

Address Line 2

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

City

CO 80104

State

CO

Zip

80104

9

If the address does not have a suit 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 1

202 Sixth St

Address Line 2

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

City

Castle Rock

State

CO

Zip

80104

10

Use the "Same as customer info?" radio button to carry over the general customer info if applicable. Otherwise, any fields can be filled manual as well. Then click "SAVE" in the bottom-right corner to continue to the billing page.

☐ Same as customer info?

Technical Contact Name

Tech Email

Tech Phone

Tech Cell Phone

Tech Title

☐ On-site?

11

Complete the customer billing information, then click "SAVE"

☐ Same as location?

Bill Account Name

Bill Contact Name

Bill Phone

Bill Cell Phone

Bill Email

Bill Title

Billing Address Line 1

202 Sixth Street

Billing Address Line 2

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

City

Castle Rock

State

CO

Zip

80104

☐ Tax Exempt?

PREVIOUS

SAVE

12

The Sales Exit Criteria will generate on the last page of the contract. If this is an existing Lumen customer, be sure to enter their Billing Account Number (BAN)

If this is a new customer and you do not have a BAN, please leave this blank and one will be created for you post sale.

General

Billing

Sales Exit Criteria

Confirmation

Sales Exit Criteria

☐ Same as location?

HQ Address *

☐ Add to Existing Billing Account Number?

Billing Account Number

New Billing Address

Handoff

Copper ⌄

What kind of routing is needed?

Static ⌄

IPV4 block size needed

Select IPV4 Block Size ⌄

IPV6 block size needed

Select IPV6 Block Size ⌄

Is this WAN / LAN or Both?

WAN ⌄

Customer Location

☐ Same as location?

Customer Location Contact Name

Customer Location Phone

Customer Location Email

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Add in any additional order notes for Lumen.

Click "SIGN FIBER CONTRACT" to send the contract for signature via DocuSign, or "GENERATE CONTRACT" to only download a PDF of the contract.

Best practice is to use the DocuSign Integration. You will automatically be CC'd on the DocuSign. You will also be notifed once the customer signs.

Confirmation

Dear Taylor,

Thank you for using Lumen. 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.

Order Notes

PREVIOUS   GENERATE CONTRACT | SIGN FIBER CONTRACT

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A pop up will display indicating the contract has been sent for signature. Click "Close"
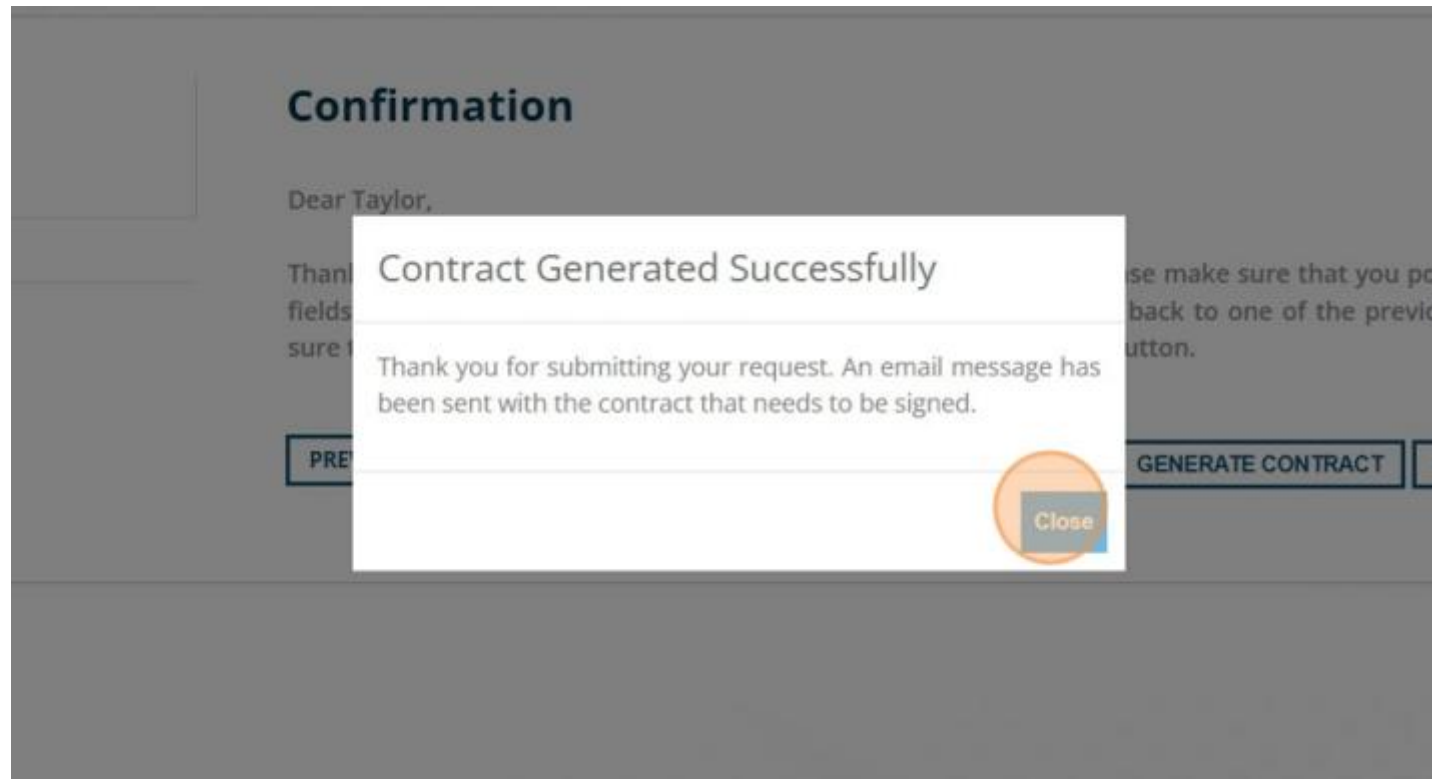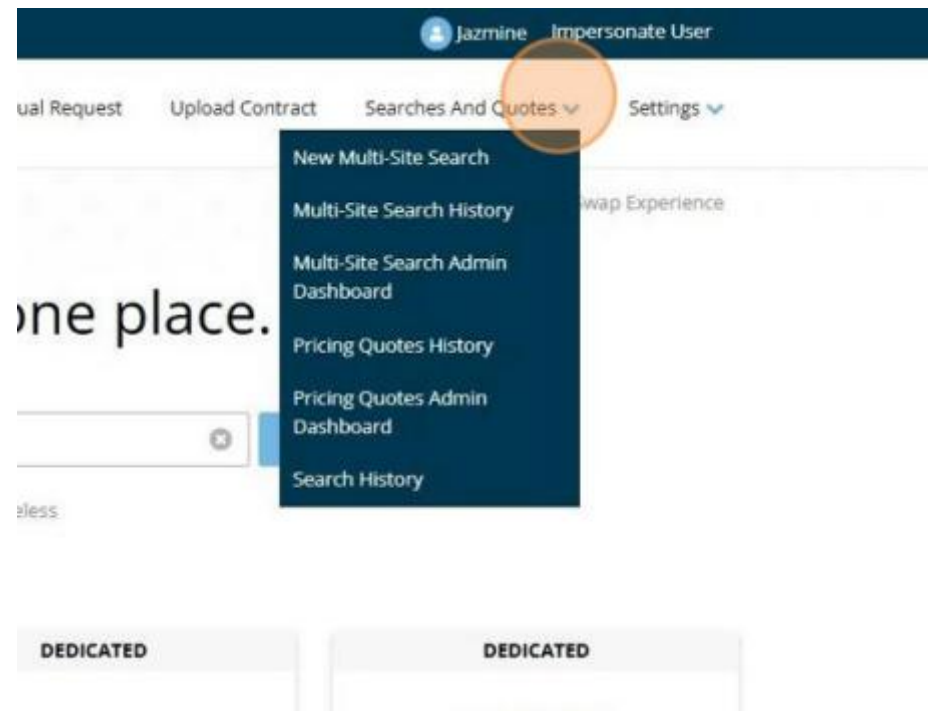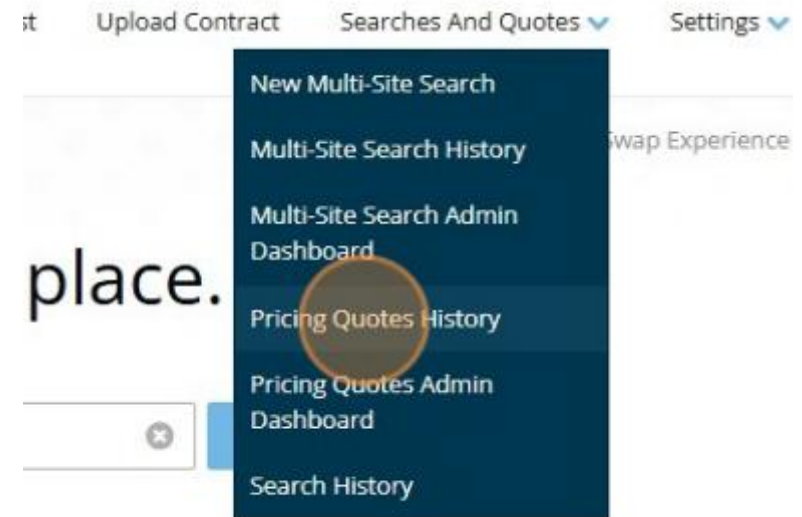
Uploading Lumen Fiber Contract into CableFinder

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 and Lumen for processing.

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

16

From this drop down select "Pricing Quotes History"

Upload Contract   Searches And Quotes ⌄   Settings ⌄

New Multi-Site Search

Multi-Site Search History

Multi-Site Search Admin
Dashboard

place.

Swap Experience

Pricing Quotes History

Pricing Quotes Admin
Dashboard

Search History

17

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

18

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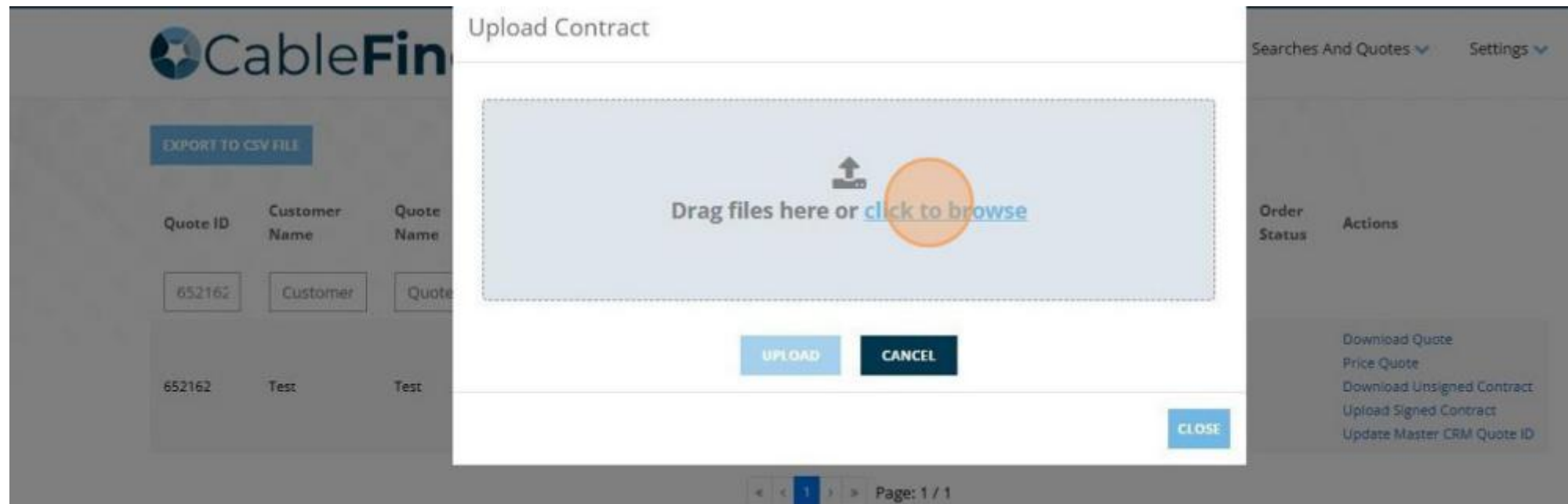
Download Quote
Price Quote
Download Unsigned Contract
Upload Signed Contract
Update Master CRM Quote ID

Under "Actions, click "Upload Signed Contract"

19

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"

21
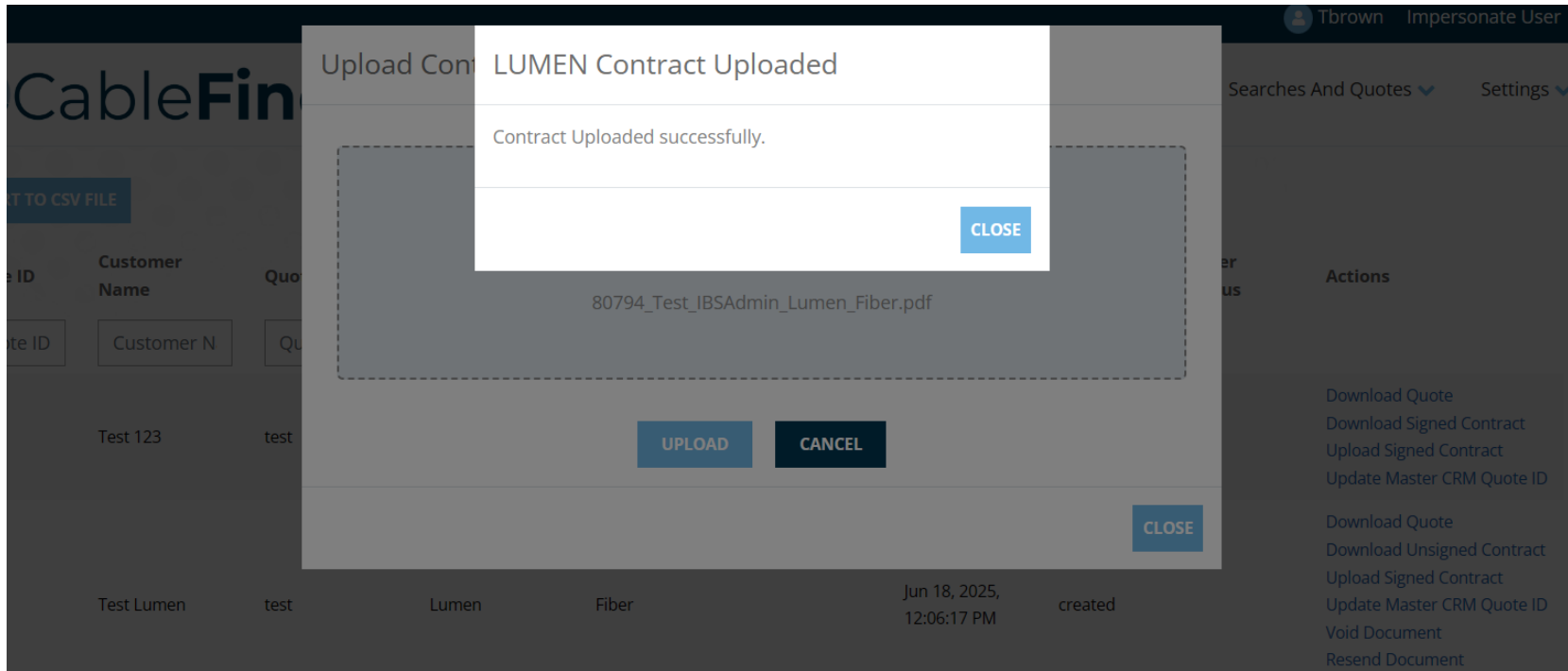
An upload confirmation will appear on the screen. Click "Close"

Post CableFinder Emails

- After Contract is uploaded into CableFinder, it will CC the Lumen ordering team for submission.

- CableFinder user, TSD and Lumen are all copied on the email
  - Sender noreply@cablefinder.net

- Lumen will respond with Order Confirmation
  - Please expect a few days for Lumen. They will send this directly to the customer and CC you as the selling agent.

A contract has been uploaded for the Quote: 752438.

Thank you for submitting your Lumen order.

Attached is the completed Lumen contract along with the associated order details.

An order confirmation email will be sent directly from Lumen—please watch for that message, as it will include your confirmation number and relevant processing information.

Requested by:

TSD: TSD ABC
Organization: Agent ABC
CableFinder User: User ABC
Name: First Last
Email address: email@gmail.com
Phone: 555-555-5555

Customer Information