








# Spectrum Fiber

## User Guide



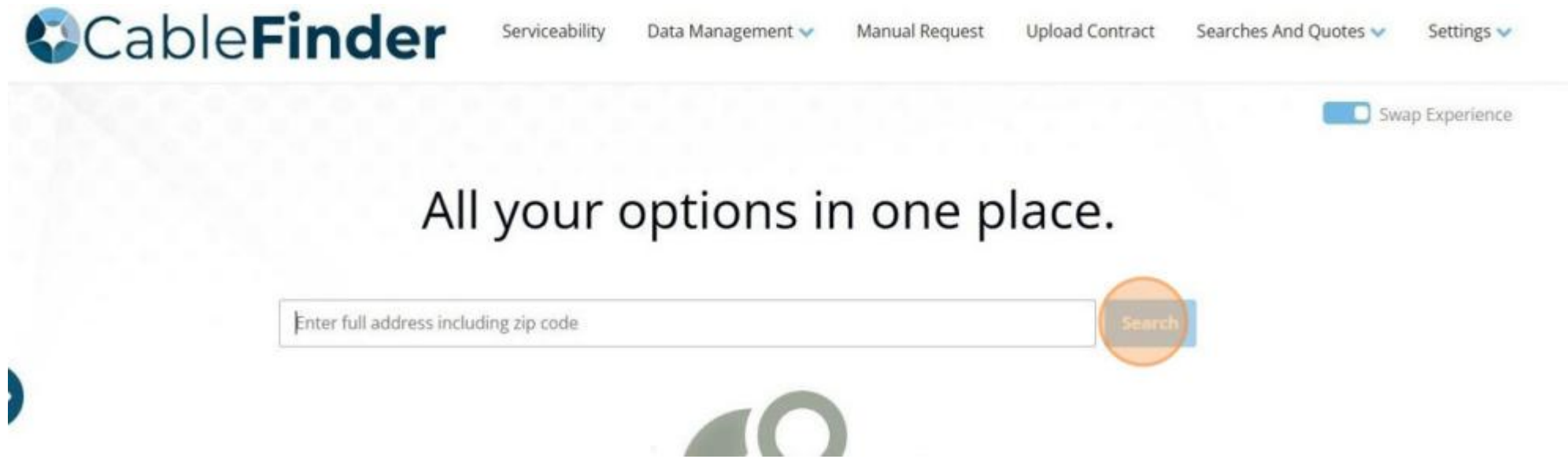
Serviceability	Pricing	Quote Generation	Contract Generation	Order Placement
				
API Driven Serviceability	Manual Pricing	PDF Creation	PDF Creation	Contract sent to TSD for order submission

 =API Driven Data       = No API/Manual



1

Click the address bar to type in a business name or address and click “Search”. 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 left is the CableFinder logo, which consists of a blue circle with a white star-like shape inside, followed by the text "CableFinder" in a bold, dark blue font. To the right of the logo is a horizontal navigation bar with several links: "Serviceability", "Data Management" (with a downward arrow), "Manual Request", "Upload Contract", "Searches And Quotes" (with a downward arrow), and "Settings" (with a downward arrow). Below the navigation bar is a large, light gray rectangular area. In the top right corner of this area is a toggle switch labeled "Swap Experience". In the center of this area is the text "All your options in one place." Below this text is a search bar. The search bar is a long, thin rectangle with a light gray border. Inside the search bar, the text "Enter full address including zip code" is written in a small, gray font. To the right of the search bar is a circular orange button with the word "Search" in white text. Below the search bar and button, there is a large, faint, stylized graphic of a person's head and shoulders in a light gray color.

2

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

The screenshot displays the CableFinder web application interface. At the top, a dark blue header bar contains the user name "Jazmine" and a link to "Impersonate User". Below this, the CableFinder logo is followed by navigation links: "Serviceability", "Data Management", "Manual Request", "Upload Contract", "Searches And Quotes", and "Settings". A toggle switch for "Swap Experience" is located in the top right corner, currently turned off. The main content area features the heading "All your options in one place." and a search bar with the address "464 Williamson Rd suite b, Mooresville, NC 28117, USA". Below the search bar, filters for "Dedicated", "Best Efforts", and "Wireless" are shown, all of which are checked. The results section is titled "Showing 8 results" and "Dedicated Service Results". It displays three service cards, each labeled "DEDICATED" at the top. The first card is for "Spectrum BUSINESS" with a green progress bar and the status "Serviceable Green". The second card is for "SEGRA" with a red progress bar and the status "Serviceable Red". The third card is for "ACC BUSINESS" with a red progress bar and the status "Serviceable Red".

Jazmine Impersonate User

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

Swap Experience

All your options in one place.

464 Williamson Rd suite b, Mooresville, NC 28117, USA Search

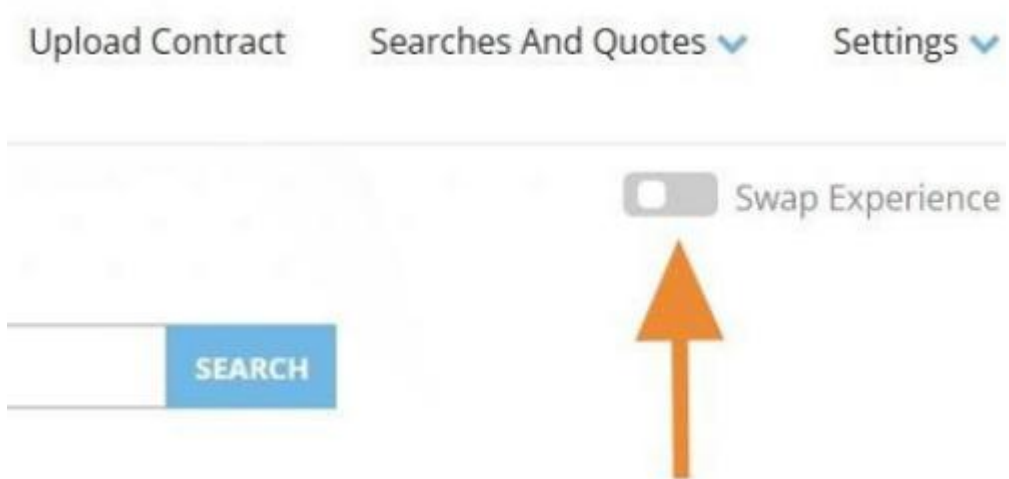
☒ Dedicated ☒ Best Efforts ☒ Wireless

Showing 8 results

**Dedicated Service Results**  
Industry leading fiber, speeds and services

DEDICATED	DEDICATED	DEDICATED
Serviceable Green	Serviceable Red	Serviceable Red

3



When “Swap Experience” is toggled off, the results will display as shown in the next step.

4

If green, the user can click “Configure Pricing”. If red, “Request Pricing” will be displayed to engage with the TSD back-office team to find additional 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 main content area is divided into two sections: DEDICATED SERVICE RESULTS and BEST EFFORTS RESULTS.

**DEDICATED SERVICE RESULTS**

- SPECTRUM FIBER**: A table with columns for Serviceability Description, Anticipated Timeframe to Install Spectrum, Max Speed, Products, and Building Type. The Serviceability Description is green and states "Serviceable - Ready to install with little or no construction required". The Anticipated Timeframe to Install Spectrum is 60-90 Days. The Max Speed is 10G. The Products are DFL, SDFI and Enterprise Internet. The Building Type is On-Net. A blue button labeled "CONFIGURE PRICING" is visible.
- SEGRA FIBER**: A table with columns for Serviceability Description and Products. The Serviceability Description is red and states "Initial checks indicate that major construction may be required." The Products are Fiber. A blue button labeled "REQUEST PRICING" is visible.
- ACC FIBER**: A table with columns for Serviceability Description, Anticipated Timeframe to Install Acc, Max Speed, and Products. The Serviceability Description is red and states "Type 1 is unavailable in this region. Please reach out to your TSD for Type 2 alternatives." The Anticipated Timeframe to Install Acc is Request Pricing. The Max Speed is 10G. The Products are ADI. A blue button labeled "REQUEST PRICING" is visible.

**BEST EFFORTS RESULTS**

- SPECTRUM COAX**: A table with columns for Serviceability Description, Anticipated Timeframe to Install Spectrum, Max Speed, and Products. The Serviceability Description is green and states "Serviceable - Ready to install with little or no construction required". The Anticipated Timeframe to Install Spectrum is 10-15 Days. The Max Speed is 1G. The Products are Internet, Phone, TV. A blue button labeled "CONFIGURE PRICING" is visible.
- AT&T BROADBAND**: A table with a single row containing the AT&T logo.
- ACC BROADBAND**: A table with a single row containing the ACC logo.

5

After you click “Configure Pricing” on the serviceability page, begin to build your cart by selecting your term. You can do this by clicking “3 Year Fiber” to display drop down of term options.

The screenshot displays the 'PRICING CATALOG' interface for Spectrum Business. At the top, there are two tabs: 'Fiber Only' (selected) and 'Fiber & Voice'. Below the tabs, the address '464 Williamson Rd suite b, Mooresville, NC 28117, USA' is shown. The 'Spectrum BUSINESS' logo is prominently displayed. A 'Select Term' dropdown menu is highlighted with an orange circle, showing '3 Year Fiber' as the selected option. Below this, the 'FIBER' section is active, indicated by a toggle switch. It features a 'Main Services' dropdown menu with a list of term options: '7 Year Fiber', '5 Year Fiber', '4 Year Fiber', '3 Year Fiber' (highlighted in blue), '2 Year Fiber', and '1 Year Fiber'. To the right, the 'ENTERPRISE INTERNET' section is also visible with its own toggle switch and a 'Main Services' dropdown menu showing '1 Address'. A 'Pricing button to engage the more aggressive pricing.' is located at the bottom right of the interface.

Once you have selected your term, toggle “FIBER” on to pick your internet speed.

**PRICING CATALOG**

Fiber Only

Fiber & Voice

464 Williamson Rd suite b, Mooresville, NC  
28117, USA

Select Term

3 Year Fiber

**FIBER**

Main Services

30M - Dedicated Fiber Internet (DFI)

Additional Services

Managed Network Edge (MNE) Standard

**ENTERPRISE INTERNET**

Main Services

100 Mbps x 20 Mbps (EI)

Additional Services

Static IP Address

1 Address



7

Next, click the box under “Main Services” to display drop down list of available internet speeds.

464 Williamson Rd suite b, Mooresville, NC  
28117, USA

Select Term

3 Year Fiber

**Spectrum**  
BUSINESS

**FIBER**

**Main Services**

50M - Secured Dedicated Fiber (SDFI)

**Additional Services**

DDoS Protection Service <= 100M

Static IP Addresses 1 Address

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

**ENTERPRISE INTERNET**

**Main Services**

100 Mbps x 20 Mbps (EI)

**Additional Services**

Static IP Address 1 Address

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

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

NRC = Non-Recurring Charges

MRC= Monthly Recurring Charges

FIBER	NRC	MRC
50M - Secured Dedicated Fiber (SDFI)	500.00	550.00
Static IP Addresses (1 Address)	0.00	0.00
Subtotal:	\$500.00	\$550.00

FIBER DISCOUNT		
On-Net/Quick Connect - SDFI Discretionary Floor		+
Pricing - 3 Month's Free		

	NRC	MRC
Total:	\$0.00	\$475.00

GENERATE QUOTE

GENERATE CONTRACT

Please Enter Quote Info

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

Registered Business Name

Quote Name

Channel Manager

(Select your channel manager from drop down)

☐ Send Quote via Email

☐ Request Site Survey

OK CANCEL

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 the box under “Channel Manager” to pick yours specifically. By doing this, your channel manager will be copied on the paperwork when sent. If you do not know your channel manager, click the drop down and select “I do not know who my channel manager is.” Once complete, click “OK”

Enter the correct customer information to reflect on the contract.

General	<b>General Customer Information</b>	
Billing	Registered Account Name	Contact Name
Install Date	<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="464 Williamson Rd"/>	<input type="text"/>
	City	State
	<input type="text" value="Mooresville"/>	<input type="text" value="NC"/>
	Zip	
	<input type="text" value="28117"/>	

Address Line 1	Address Line 2
<input type="text" value="464 Williamson 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="Mooresville"/>	<input type="text" value="NC"/>
Zip	
<input type="text" value="28117"/>	

Confirm the address is correct. If there is no suite or unit number confirm by clicking this box.

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

For technical contact, click the “Same as customer info?” radio button to carry down customer information. If this contact is different, fill the boxes manually.

Zip

28117

☐ Same as customer info?

Technical Contact Name

Tech Email

Tech Phone

Tech Cell Phone

☐ On-site?

If there is an existing account number, you can add this at the bottom of the page, otherwise click “Save” to move onto billing.

### Technical Information


Handoff Interface

Copper/RJ45-Electrical

Existing Account # (optional)

SAVE

Click the “Same as location?” radio button to copy customer information into the billing fields. This information can also be entered manually if different.



The screenshot shows a web form titled "Billing Customer Information". On the left is a sidebar with four tabs: "General", "Billing" (which is selected and highlighted with a blue border), "Install Date", and "Confirmation". The main form area contains several input fields. At the top, there is a radio button labeled "Same as location?" which is highlighted with an orange circle. Below this are two columns of fields. The left column includes "Bill Account Name", "Bill Phone", "Bill Email", "Billing Address Line 1" (containing the text "202 6TH ST"), "City" (containing "CASTLE ROCK"), and "Zip" (containing "80104"). The right column includes "Bill Contact Name", "Bill Cell Phone", "Billing Address Line 2", and a checkbox labeled "I confirm that there is no Unit or Suite number for this location." Below this is a "State" dropdown menu currently showing "CO".

Billing Customer Information	
<input type="radio"/> Same as location?	
Bill Account Name	Bill Contact Name
<input type="text"/>	<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="202 6TH 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="CASTLE ROCK"/>	<input type="text" value="CO"/>
Zip	
<input type="text" value="80104"/>	



Click “Save” in the bottom right corner to proceed.




General

Billing

Install Date

Confirmation

## Desired install date

Select a date 

☐ Deliver as soon as possible

MAR 2025 < >

S M T W T F S

MAR

						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Site Survey Number (optional)

confirmations

Install/Activation Coordination and Scheduling

Name	Phone	Email
test	5555555555	test@test.com
Name	Phone	Email
test	5555555555	test@test.com
Name	Phone	Email
test	5555555555	test@test.com

Click the small calendar to choose a preferred install date.

### Desired install date

☒ Deliver as soon as possible☐ Need to add order update contact

Opportunity Number (optional)

Site Survey Number (optional)

### Order Contacts

	Name	Phone	Email
Construction Walkout/Site visits	<input type="text" value="test"/>	<input type="text" value="5555555555"/>	<input type="text" value="test@test.com"/>
Confirm Order Details/Technical confirmations	<input type="text" value="test"/>	<input type="text" value="5555555555"/>	<input type="text" value="test@test.com"/>

You can also check the box for “Deliver as soon as possible”

On this page, you can make any changes to Point of Contacts necessary for the fiber order. Click “Save” in the bottom right corner to proceed to final steps.

#### Order Contacts

	Name	Phone	Email
Construction Walkout/Site visits	<input type="text" value="test"/>	<input type="text" value="5555555555"/>	<input type="text" value="test@test.com"/>
Confirm Order Details/Technical confirmations	<input type="text" value="test"/>	<input type="text" value="5555555555"/>	<input type="text" value="test@test.com"/>
Install/Activation Coordination and Scheduling	<input type="text" value="test"/>	<input type="text" value="5555555555"/>	<input type="text" value="test@test.com"/>
Project Management Updates from Spectrum Enterprise	<input type="text" value="test"/>	<input type="text" value="5555555555"/>	<input type="text" value="test@test.com"/>

ADD ADDITIONAL CONTACT

PREVIOUS

SAVE

You will be prompted to confirm if you'd like to include your channel manager. Click the box to display a dropdown of channel managers or select "I do not know who my channel manager is."

General

Billing

Install Date

Confirmation

## Confirmation

Dear Jazmine,

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

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

PREVIOUS

GENERATE FIBER CONTRACT

SIGN FIBER CONTRACT

Click “Generate Fiber Contract” to download an unsigned PDF version of your contract.

Click “Sign Fiber Contract” to send your contract directly from CableFinder.

il

Date

nation

## 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.

Spectrum 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 the boxes to enter the signers name, title, and the email you would like to send the contract to.

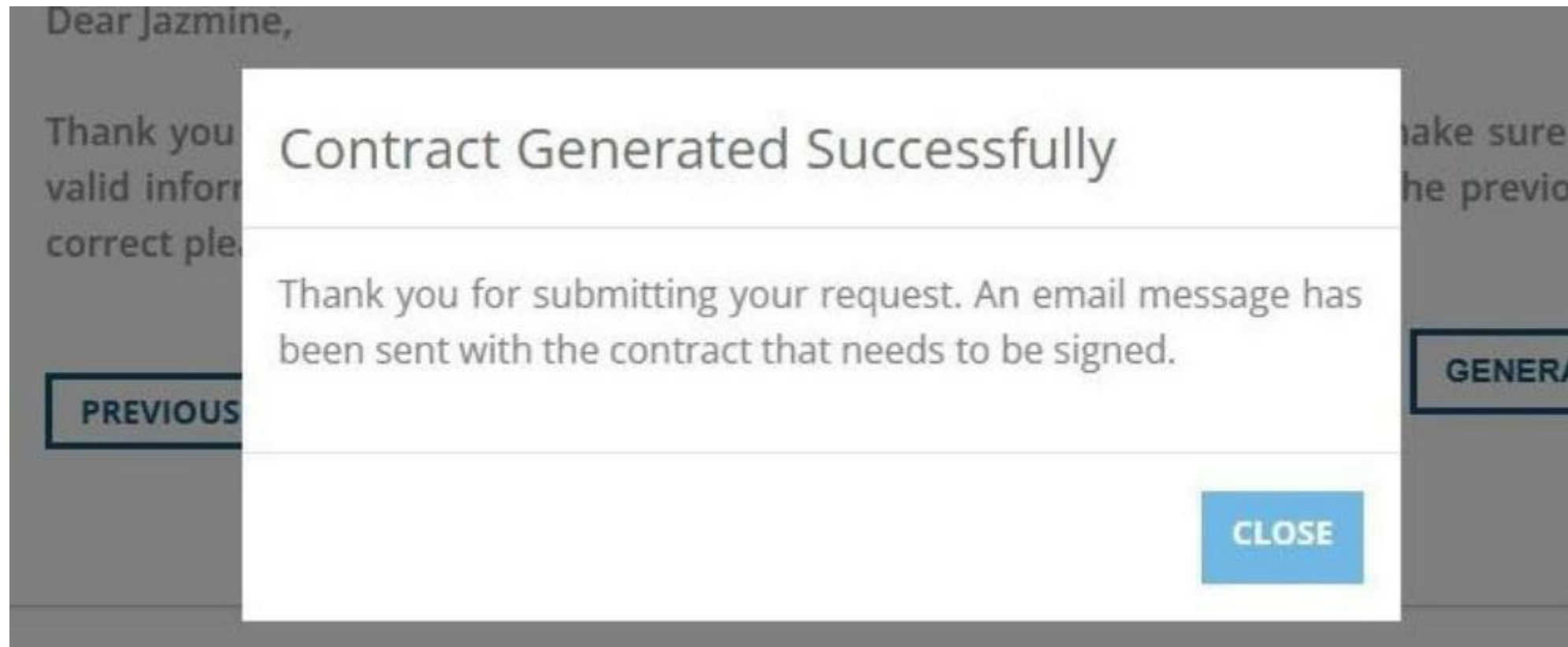
Once the signee contact information is complete, click “OK” to send the DocuSign.

The screenshot shows a 'Signee Contact Information' dialog box overlaid on a DocuSign interface. The dialog box contains the following elements:

- Header:** 'Signee Contact Information'
- Instruction:** 'Please enter the full name and email address of the person that will sign the contract.'
- Fields:**
  - 'Signee Name' with an input box.
  - 'Title' with an input box.
  - 'Signee E-mail Address' with an input box.
- Checkbox:** '☐ Would you like to send a copy?'
- Buttons:** 'OK' (highlighted with an orange circle) and 'Close'.

Orange arrows point to the 'Signee Name', 'Title', and 'Signee E-mail Address' input boxes. The background interface shows a 'Confirm' section with a 'DEMO ON' button and a 'PREVIOUS' button.

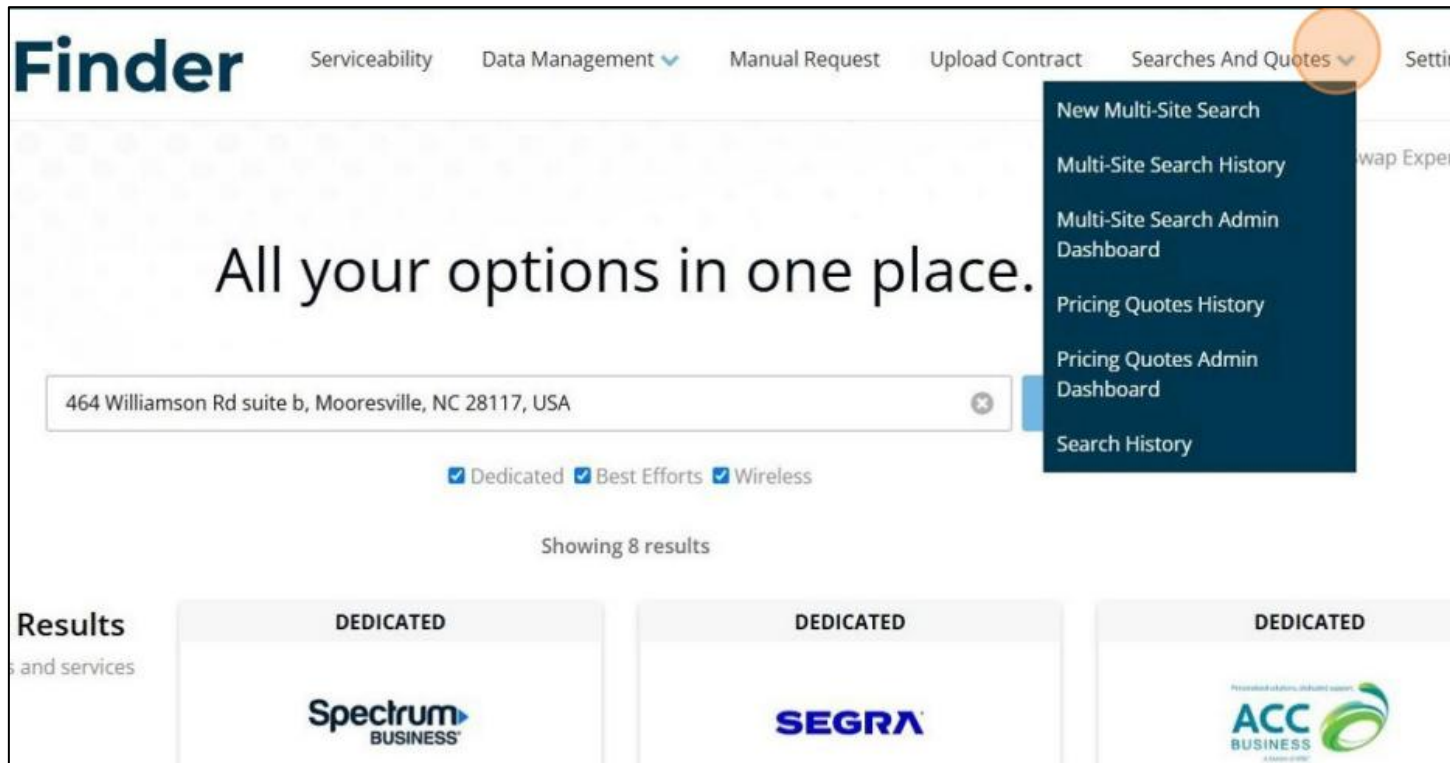
After sending the DocuSign, this confirmation will pop up n your screen letting you know it has been sent successfully.





# Uploading Spectrum Fiber 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.

ability Data Management ▼ Manual Request Upload Contract Searches And Quotes ▼ Settings ▼

ur options in one place.

ssville, NC 28117, USA

☒ Dedicated ☒ Best Efforts ☒ Wireless

Showing 8 results

DEDICATED

chrom  
BUSINESS

DEDICATED

SEGRA

DEDICATED

ACC  
BUSINESS

Click “Pricing Quotes History”

In the “Quote ID” field enter your 6-digit Quote ID. This can be found as a watermark at the bottom of every page of the contract.

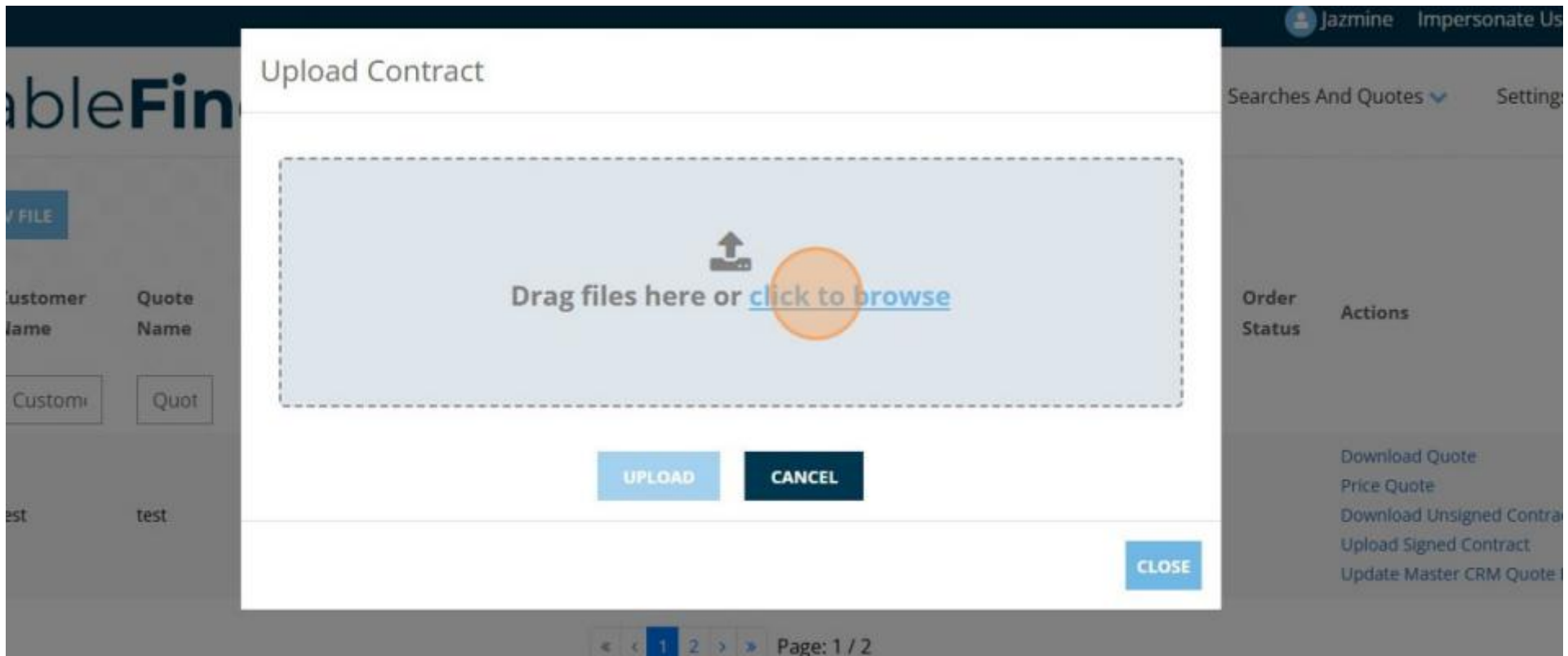
Jazmine Impe

Serviceability
Data Management
Manual Request
Upload Contract
Searches And Quotes

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	Actions
Quo	Custom	Quote	Provid	Select	Sent To	Mast					
657771	test	test	Spectrum	Fiber	tbrown@cablefinder.net		FALSE	Mar 5, 2025, 2:03:18 PM			<a href="#">Download Quote</a> <a href="#">Price Quote</a> <a href="#">Download Unsig</a> <a href="#">Upload Signed</a> <a href="#">Update Master</a>
655596	Optimum Test	Optimum Test	Altice	Coax Internet	N/A		FALSE	Mar 3, 2025, 2:48:04 PM		Order Submitted	<a href="#">Download Quote</a> <a href="#">Price Quote</a> <a href="#">Upload Signed</a> <a href="#">Update Master</a>
652162	Test	Test	Cox	Fiber	N/A		FALSE	Feb 26, 2025, 11:44:34 AM		Order Submitted to TSD	<a href="#">Download Quote</a> <a href="#">Price Quote</a> <a href="#">Download Unsig</a> <a href="#">Download Sign</a> <a href="#">Upload Signed</a>

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



**CableFin**

EXPORT TO CSV FILE

Quote Customer Quote  
Name Name Name

577 Customi Quot

771 test test

Upload Contract

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

657771\_Test\_IBSAdmin\_Spectrum\_Fiber.pdf

UPLOAD CANCEL

CLOSE

Searches And Quotes

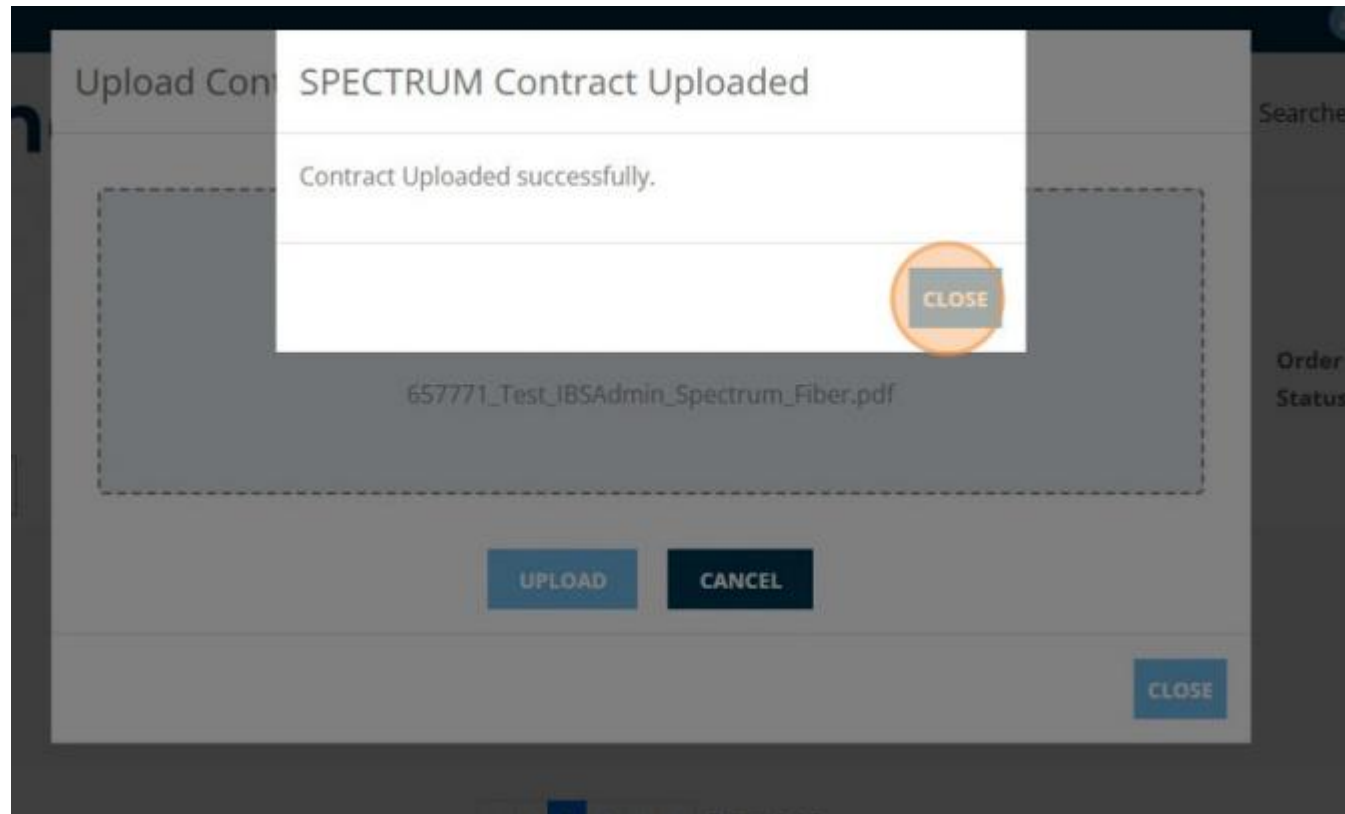
Order Status Actions

Download C  
Price Quote  
Download U  
Upload Sign  
Update Mas

Page: 1 / 2

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 up been uploaded into CableFinder, and sent to the appropriate TSD for processing.



# Post CableFinder Emails

Contract Uploaded for Quote ID: 657771



CableFinder <noreply@cablefinder.net>

To

Cc



b4b8e5e6-85e2-4418-8662-56b5f466799d-657771\_Test\_IBSAdmin\_Spectrum\_Fiber.pdf  
217 KB

A contract has been uploaded for the Quote: 657771.

Following are the details:

Username: jazmine

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

Phone Number: NA

Distributor: IBSAdmin

Customer Name: test

Address: 464 Williamson Rd suite b, Mooresville, NC 28117, USA

Service Provider: spectrum

Service Type: Fiber

MRC: 475

NRC: 0

Kindly view the attachment for the uploaded contract.

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