




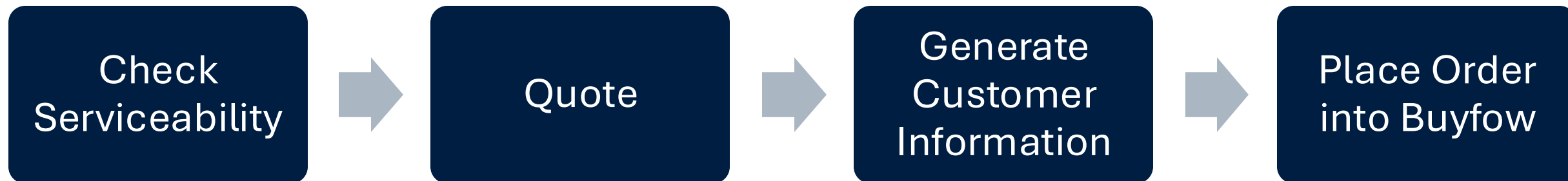


Spectrum Coax

User Guide

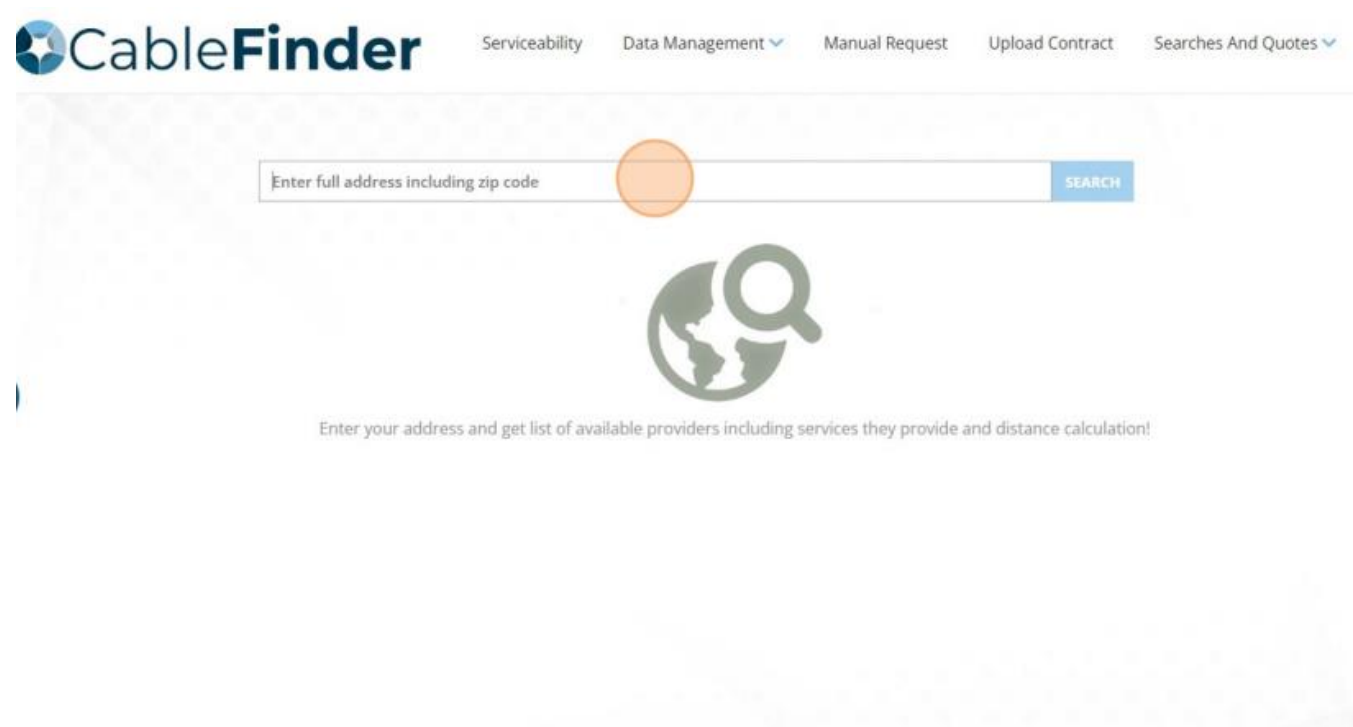
Serviceability	Pricing	Quote Generation	Contract Generation	Order Placement
				
API Driven Serviceability	Manual Pricing	PDF Creation	PDF Creation	Order placed in Spectrum Buyflow

 =API Driven Data  = No API/Manual



1

Type in an address and click “Search” This will call the Spectrum Buyflow API to return the serviceability results.



The screenshot displays the CableFinder website interface. At the top left is the CableFinder logo, which consists of a blue circular icon 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 five links: "Serviceability", "Data Management" (with a downward arrow), "Manual Request", "Upload Contract", and "Searches And Quotes" (with a downward arrow). Below the navigation bar is a large search area with a light gray background. In the center of this area is a search input field with the placeholder text "Enter full address including zip code". To the right of the input field is a blue button with the word "SEARCH" in white capital letters. Below the input field is a large, stylized icon of a globe with a magnifying glass over it. At the bottom of the search area, there is a line of text that reads: "Enter your address and get list of available providers including services they provide and distance calculation!"

2

If the address requires additional information, click retry search to provide the suite information to finish qualifying the address.

1010, USA

SEARCH

📍 11 Madison Ave, New York, NY 10010, USA

CONFIGURE PRICING


Anticipated Timeframe to Install Zayo:

45 days

BEST EFFORTS RESULTS

SPECTRUM COAX

RETRY SEARCH

Multiple addresses found against searched address. Please click retry search to proceed.

3

Find the address in the provided list. If the list is long, search for the suite or unit number in the provided box. Or click “Manual Address” to manually select the address information.

Multiple Locations Found

Spectrum requires you to specify the suite/ unit number for this address. Please select below. Providing incorrect or bypassing this information will require additional validation post sale.

☒ Address List ☐ Manual Address

Search address...

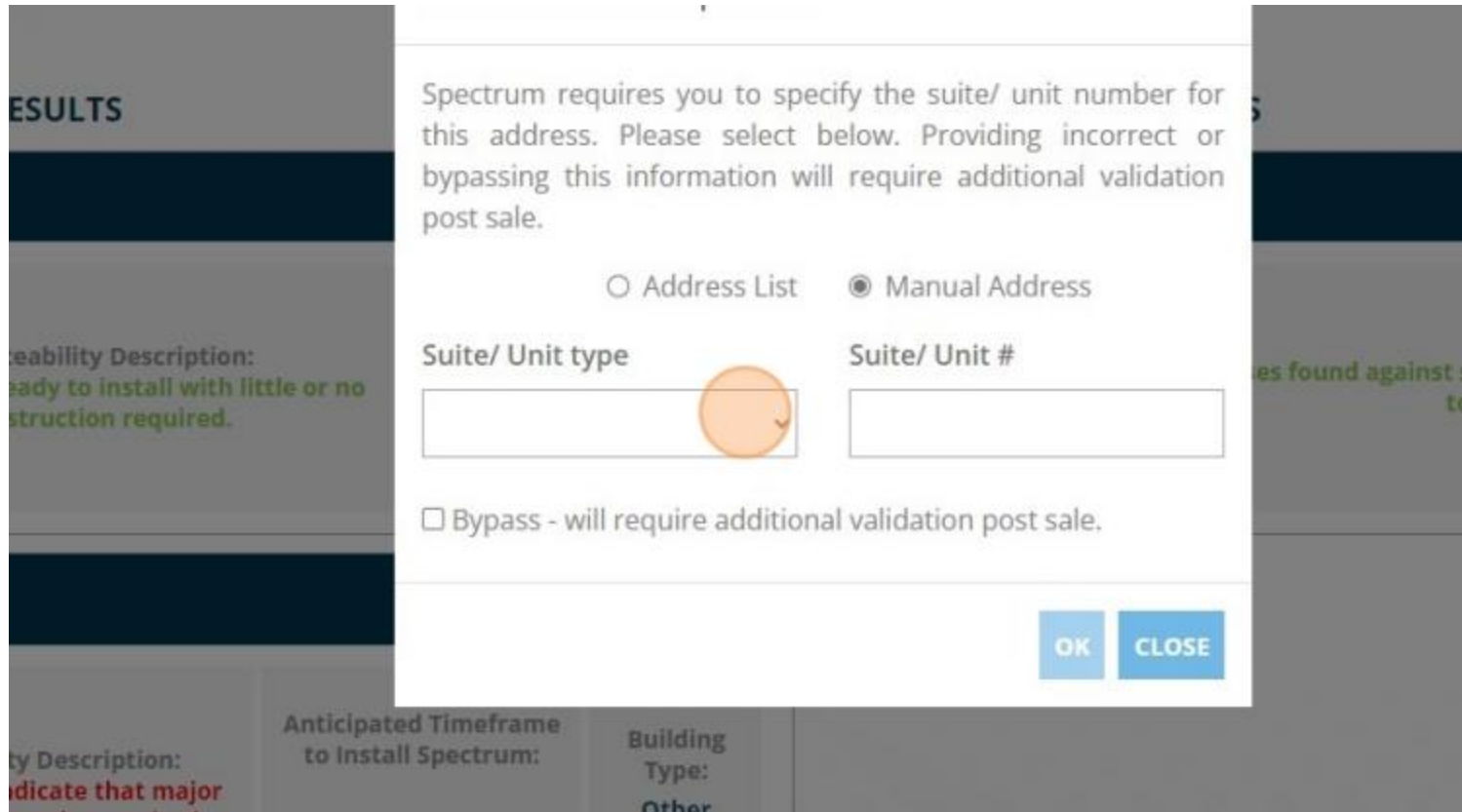
- ☐ 11 MADISON AVE APT DD87654 NEW YORK NY10010-3643
- ☐ 11 MADISON AVE APT B14587 NEW YORK NY10010-3643
- ☐ 11 MADISON AVE APT DD18309 NEW YORK NY10010-3643
- ☐ 11 MADISON AVE APT DD18311 NEW YORK NY10010-

SEARCH

es found against searched a
to proceed.

4

Click the dropdown to select the type and enter the unit/suite number. If bypassing the address, post-sale validation will be required and will delay the order.



The image shows a modal dialog box for Spectrum installation validation. The dialog has a white background and a thin grey border. At the top, it states: "Spectrum requires you to specify the suite/ unit number for this address. Please select below. Providing incorrect or bypassing this information will require additional validation post sale." Below this text are two radio buttons: "Address List" (unselected) and "Manual Address" (selected). Under "Manual Address", there are two input fields: "Suite/ Unit type" and "Suite/ Unit #". The "Suite/ Unit type" field is a dropdown menu with a small orange circle containing a checkmark next to it. Below these fields is a checkbox labeled "Bypass - will require additional validation post sale." At the bottom right of the dialog are two blue buttons: "OK" and "CLOSE". The background of the application is dimmed, showing a table with columns like "Feasibility Description", "Anticipated Timeframe to Install Spectrum", "Building Type", and "Other".

RESULTS

Spectrum requires you to specify the suite/ unit number for this address. Please select below. Providing incorrect or bypassing this information will require additional validation post sale.

☐ Address List ☒ Manual Address

Suite/ Unit type Suite/ Unit #

☐ Bypass - will require additional validation post sale.

OK CLOSE

Feasibility Description: ready to install with little or no construction required.

Anticipated Timeframe to Install Spectrum: Building Type: Other


es found against se to

ty Description: indicate that major

SEARCH

lison Ave, New York, NY 10010, USA

BEST EFFORTS RESULTS

PRICING	SPECTRUM COAX	CONFIGURE PRICING
me to	<div><div>Serviceability Description: Serviceable - Ready to install with little or no construction required</div></div>	<div>Anticipated Timeframe to Install Spectrum: 10-15 Days</div>

PRICING

Once the address qualifies, click “CONFIGURE PRICING”

6

Select the Commission Plan. Please note, if this selection is locked, your TSD has automatically applied your commission plan to your account.

Organization Sales ID

Select the Commissions Plan for this order

- Residual = Standard monthly residual payout
- Upfront = Upfront lump sum with reduced residual payout

Do either of the following apply to the customer business?

- Holds a liquor license
- At least 80% of gross revenue is derived from fees, and/or sales of tickets, food and beverage with patron seating

Residual



Select Package

Residual

Upfront

Select the dropdown to select “Yes” or “No” if the following applied.

this order
residual payout
with reduced residual

Do either of the following apply to the customer's
business?

- Holds a liquor license
- At least 80% of gross revenue is derived from entry fees, and/or sales of tickets, food and beverages with patron seating

8

If no is selected, you can start to build your bundle. If yes is selected, you will need to provide the estimated viewing occupancy.

Select the Commissions Plan for this order

- Residual = Standard monthly residual payout
- Upfront = Upfront lump sum with reduced residual payout

Residual

Do either of the following apply to the customer's business?

- Holds a liquor license
- At least 80% of gross revenue is derived from entry fees, and/or sales of tickets, food and beverages with patron seating

Yes

Estimated viewing occupancy is used to determine applicable packages and pricing for business.

SEARCH

Select Package

Note: To create and send a Broadband Fact Label to your customer visit <https://bcl.spectrum.com/>

Click “SEARCH”

business:

- Holds a liquor license
- At least 80% of gross revenue is derived from entry fees, and/or sales of tickets, food and beverages with patron seating

Yes

cable packages and pricing for business.

SEARCH

your customer visit <https://bcl.spectrum.com/>

10

Build a Bundle - Select all drop downs that apply to your customer. This information will build a bundle and provide a list of packages based on your selections. The more information selected, the more filters apply to packages available. To see all packages, go straight to packages.



100

SEARCH

Build a Bundle


Internet Filter
Spectrum Business Internet Ultra | Up to 600 M

Standard Phone Lines Filter
Business Voice

TV Filter
Business TV (Bar & Restaurant)

BUILD BUNDLE

Select Package



Select Package

No Package

INTERNET ☐

Main Services

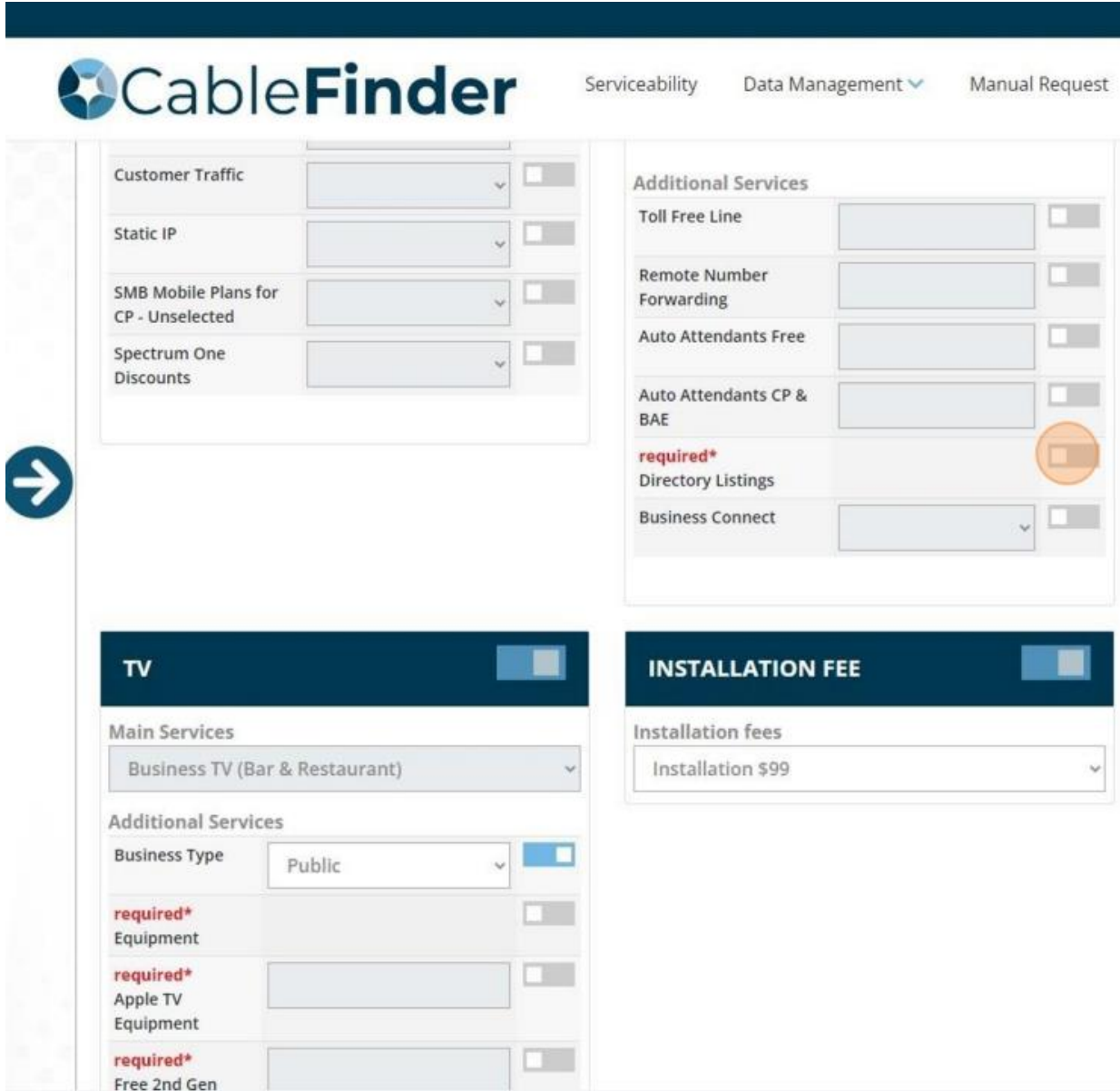
STANDARD PHONE LINES ☐

Main Services

TV ☐

Main Services

Click the drop down to see view all packages available.



The screenshot displays the CableFinder web application interface. At the top, the CableFinder logo is on the left, and navigation links for "Serviceability", "Data Management", and "Manual Request" are on the right. A blue arrow icon is positioned to the left of the main configuration area. The configuration area is divided into several sections:

- Customer Traffic**: Includes dropdown menus for "Static IP", "SMB Mobile Plans for CP - Unselected", and "Spectrum One Discounts", each with a toggle switch.
- Additional Services**: Includes dropdown menus for "Toll Free Line", "Remote Number Forwarding", "Auto Attendants Free", "Auto Attendants CP & BAE", "Directory Listings" (marked as **required*** in red), and "Business Connect", each with a toggle switch.
- TV**: A section header with a toggle switch. Below it, "Main Services" includes a dropdown for "Business TV (Bar & Restaurant)". "Additional Services" includes "Business Type" (set to "Public"), and three items marked as **required*** in red: "Equipment", "Apple TV Equipment", and "Free 2nd Gen", each with a toggle switch.
- INSTALLATION FEE**: A section header with a toggle switch. Below it, "Installation fees" includes a dropdown for "Installation \$99".

The package details will automatically toggle the selections. Any additional required information will display in red. The quote and place order buttons will be grayed out until all required information is entered

Click toggle on to add additional services to your cart.

TV

Main Services

Business TV (Bar & Restaurant)

Additional Services

Business Type

Public

required*

Equipment

required*

Apple TV Equipment

required*

Free 2nd Gen Apple TV

Sports Packages

INSTALLATION FEE

Installation fees

Installation \$99

Promotions: On the shopping cart, a \$5 discount will automatically apply for auto-pay. To opt out of Auto-pay, turn on toggle and a \$5 charge will be applied

PROMOTIONS☒

Promotions

Auto-Pay Opt Out

×

☐

INSTALLATION FEE



Installation fees

Installation \$99



Installation \$99

Self-Installation (Internet Only) \$29.99

Free Installation \$0

Select the desired installation fee.

Review the shopping cart. NRC is any "Non-Recurring Charges", MRC is "Monthly Recurring Charge"

COAX INTERNET	NRC	MRC
Spectrum Business Internet Ultra Up to 600 Mbps	\$0	\$49.99
Subtotal:	\$0.00	\$49.99
INSTALLATION FEES	NRC	MRC
Installation \$99 (1) ⓘ	\$99.00	\$0
Subtotal:	\$99.00	\$0.00
PAYMENT PROCESSING	NRC	MRC
Payment Processing	\$0	\$5.00
Subtotal:	\$0.00	\$5.00
PROMOTIONS	NRC	MRC
Auto Pay Discount	\$0	\$-5.00
Subtotal:	\$0.00	\$-5.00
STANDARD PHONE LINES	NRC	MRC
Business Voice	\$0	\$19.99
Private Directory Listing	\$0.00	Included
Subtotal:	\$0.00	\$19.99
TOTAL	NRC	MRC
Total:	\$99.00	\$69.98

[GENERATE QUOTE](#)[PLACE ORDER](#)

▼

▼

BUILD BUNDLE

V (Bar & Restaurant) | Up to 600 M ▼

PHONE LINES ☐

e ▼

Subtotal:	\$0.00	\$19.99
-----------	--------	---------

TV	NRC	MRC
HD Box	\$0	\$12.50
Broadcast Fee	\$0	\$25.75
Public	\$0	\$0.00
Spectrum Business TV Bar/Restaurant	\$0	\$29.99
Subtotal:	\$0.00	\$68.24

TOTAL	NRC	MRC
Total:	\$99.00	\$128.22

GENERATE QUOTE

PLACE ORDER

Click “GENERATE QUOTE” to create a PDF quote that will download to your browser.

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 Send Quote via Email to send a copy directly to your customer from CableFinder. A PDF will download as well.

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

Registered Business Name

Spectrum Buyflow Test

Quote Name

☐ Send Quote via Email

OK CANCEL

Business Ultra Internet + Unlimited Phone + Business TV (Bar & Restaurant) | Up to 600 M

Subtotal:

STANDARD PHO

business Voice

Private Directory

Subtotal:

V

D Box

broadcast Fee

Public

Spectrum Business

Bar/Restaurant

Subtotal:

Click “PLACE ORDER” to continue with the order.

RESTRICTIONS

BUILD BUNDLE

(Bar & Restaurant) | Up to 600 M

PHONE LINES

Subtotal:	\$0.00	\$19.99
-----------	--------	---------

TV	NRC	MRC
HD Box	\$0	\$12.50
Broadcast Fee	\$0	\$25.75
Public	\$0	\$0.00
Spectrum Business TV Bar/Restaurant	\$0	\$29.99
Subtotal:	\$0.00	\$68.24

TOTAL	NRC	MRC
Total:	\$99.00	\$128.22

GENERATE QUOTE

PLACE ORDER

Type in the general customer information.

General Customer Information

Registered Account Name

Last Name (No Spaces allowed)

Business Phone

Address Line 1

First Name (No Spaces allowed)

Email

Address Line 2

Ensure the address is correct. Including the suite or unit number.

Address Line 1

11 Madison Ave

Address Line 2

APT DD5366

City

New York

State

New York

Zip

10010

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

Address Line 2

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

23

Use the “Same as customer info?” radio button to carry down information if applicable or type manually. Then, click save in the bottom right corner.

City

New York

Zip

10010

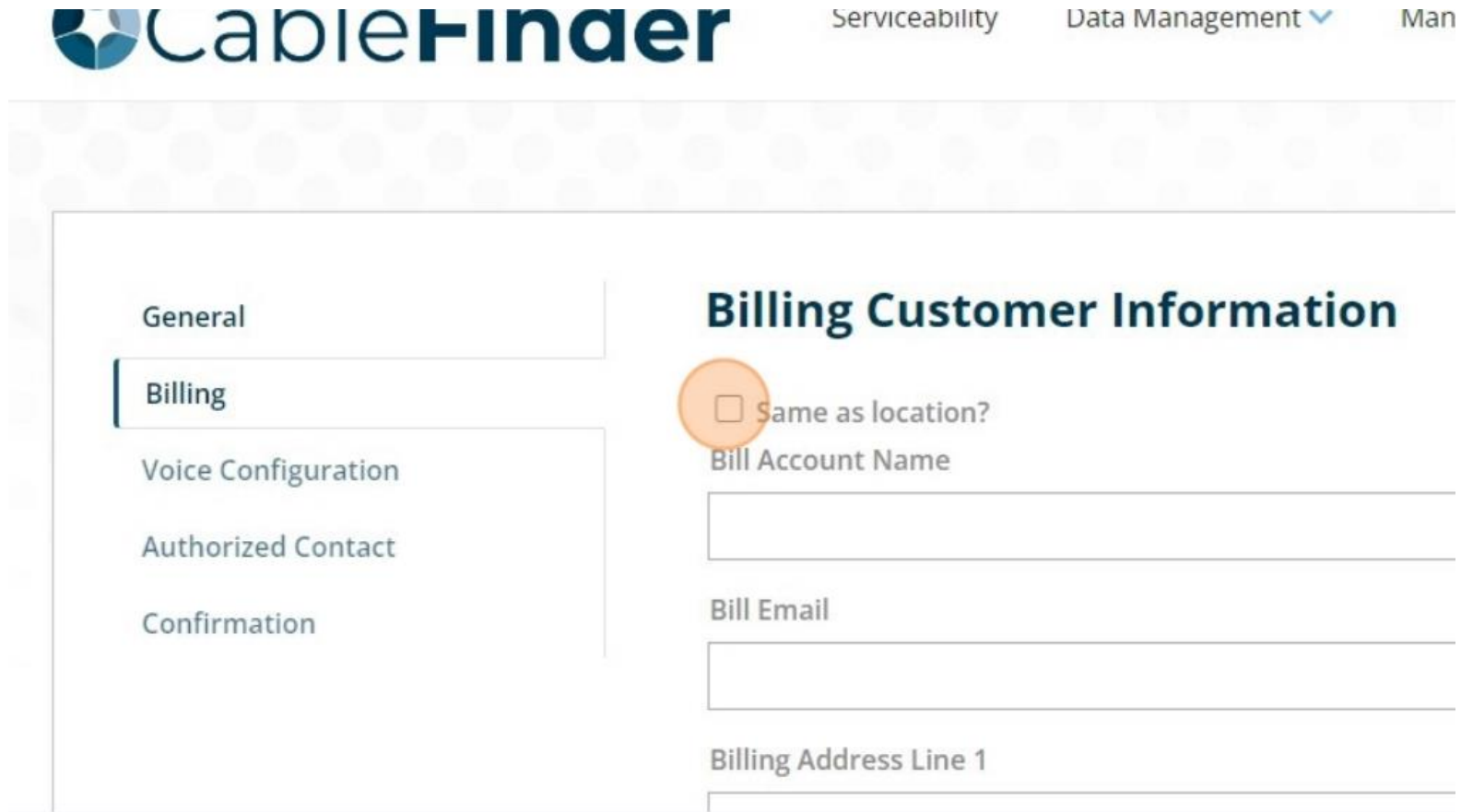
☒ Same as customer info?

Technical Contact Name

Tech Email

☐ On-site?

Continue by using the radio button for billing information or enter manually.



The screenshot shows the CableFinder web application interface. At the top, the CableFinder logo is on the left, and navigation links for "Serviceability", "Data Management" (with a dropdown arrow), and "Man" are on the right. Below the header is a decorative banner with a pattern of light blue circles. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a list of menu items: "General", "Billing" (which is highlighted with a blue vertical bar), "Voice Configuration", "Authorized Contact", and "Confirmation". The main panel is titled "Billing Customer Information" in a large, bold, dark blue font. Below the title, there is a form with several fields. The first field is a checkbox labeled "Same as location?", which is highlighted with an orange circle. Below this checkbox are three text input fields: "Bill Account Name", "Bill Email", and "Billing Address Line 1". Each field has a light gray border and a small blue icon on the right side of the input area.

CableFinder

Serviceability Data Management Man

General

Billing

Voice Configuration

Authorized Contact

Confirmation

Billing Customer Information

☐ Same as location?

Bill Account Name

Bill Email

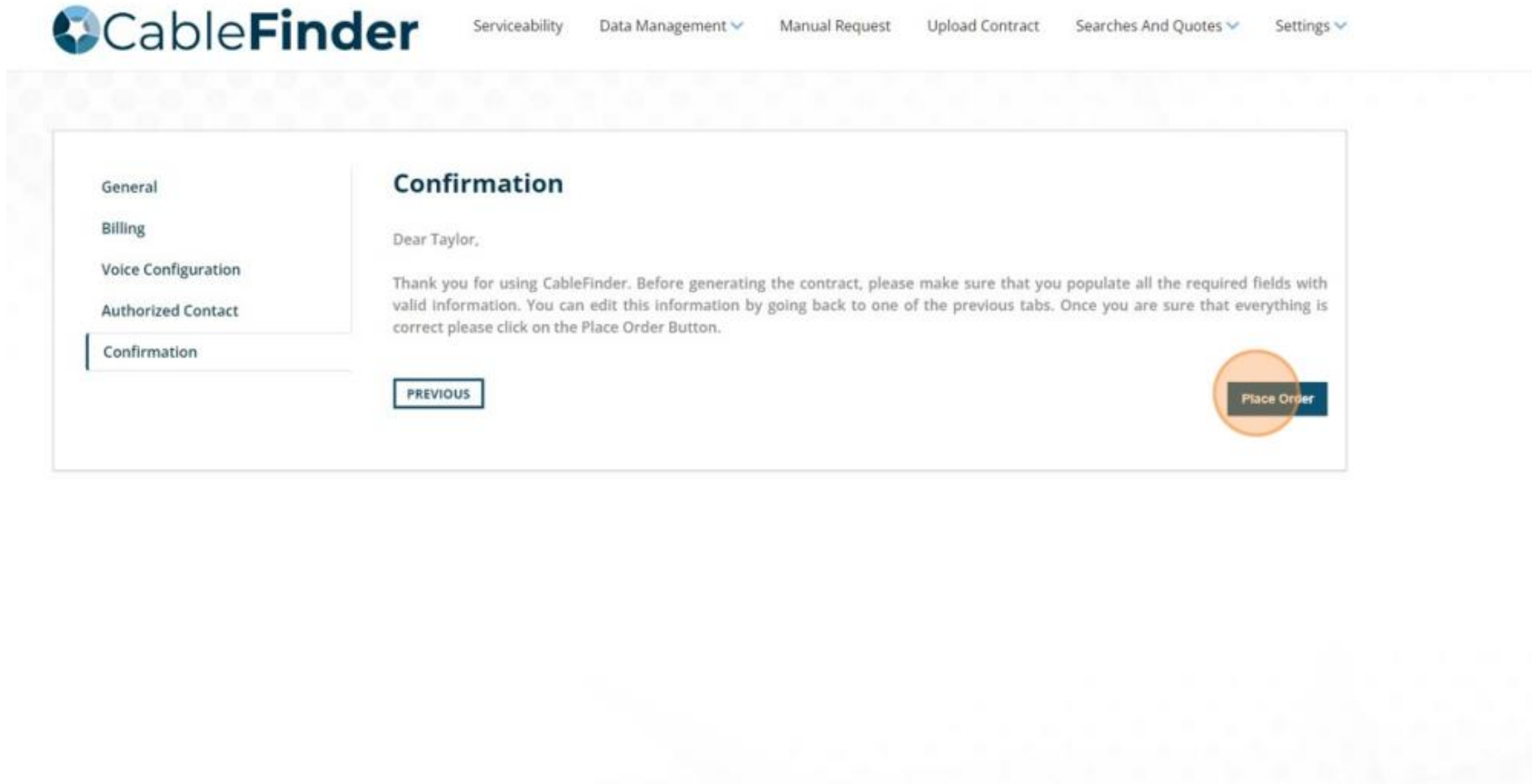
Billing Address Line 1

Select additional authorized user in the dropdown and enter the contact first and last name.

Fully Authorized User	Test Test
Type	*Authorized Contact
Technical Contact	Test Test
Type	*Authorized Contact
Fully Authorized User	Test Test
Type	*Authorized Contact
Please Select	

PREVIOUS

Click “Place Order”.



The screenshot shows the CableFinder web application interface. 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). Below the navigation bar is a large rectangular area with a light gray background and a subtle pattern of small circles. Inside this area is a white box containing the main content. On the left side of the white box is a vertical sidebar with five tabs: General, Billing, Voice Configuration, Authorized Contact, and Confirmation. The Confirmation tab is currently selected, indicated by a blue vertical bar to its left. The main content area of the Confirmation tab has the title "Confirmation" in bold. Below the title, it says "Dear Taylor," followed by a paragraph: "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 Place Order Button." At the bottom left of the main content area is a button labeled "PREVIOUS". At the bottom right is a button labeled "Place Order", which is highlighted by a large orange circle.

CableFinder

Serviceability Data Management Manual Request Upload Contract Searches And Quotes Settings

General
Billing
Voice Configuration
Authorized Contact
Confirmation

Confirmation

Dear Taylor,

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 Place Order Button.

PREVIOUS

Place Order

If Pay In Advance (PIA) is required, the TAX ID/SSN popup will appear after clicking "Place Order" on the confirmation page. If PIA is not required proceed to the next step for Installation Options.

PIA: Please enter either a Tax ID or Social Security Number to move forward with the order. The customer will then be notified to pay for the first month of service and the installation fees.

The screenshot displays a web application interface. On the left, a sidebar contains a list of menu items: 'General', 'Billing', 'Voice Configuration', 'Authorized Contact', and 'Confirmation'. The 'Confirmation' item is currently selected. The main content area is titled 'Confirmation' and includes a greeting 'Dear Taylor', a thank-you message, and a 'PREVIOUS' button. A modal popup titled 'TaxID/SSN Details Required' is centered on the screen. This popup contains the instruction 'Select Tax ID or SSN (Required for Pay in Advance Validation)', two radio buttons for 'SSN' and 'Tax Id' (with 'Tax Id' selected), a 'TaxID' label, a text input field with a placeholder 'XX-XXXXXXX', and a blue 'Submit' button at the bottom.

If required (this will not happen for every TAX I) you will be prompted to send the customer a link via e-mail or text to collect payment.

The image shows a 'Send Payment Link' modal form overlaid on a blurred background of a customer confirmation page. The modal has a title bar 'Send Payment Link' and a subtitle 'Pay in Advance Required - Send link to Customer to complete payment for order processing'. It contains the following fields and options:

- Initial Payment**
\$203.00
- Select Contact Method**
 - ☒ Email
 - ☐ SMS
- Email Address**
- Send Link** (button)

In the background, a 'Confirm' page is visible with the text: 'Dear Kate, Thank you necessary has been s', 'Order Com', and a 'PREVIOUS' button.

Select the installation option that applies to the customer.

Taylor,

Thank you for your interest in our product. Please make sure to review the previous steps.

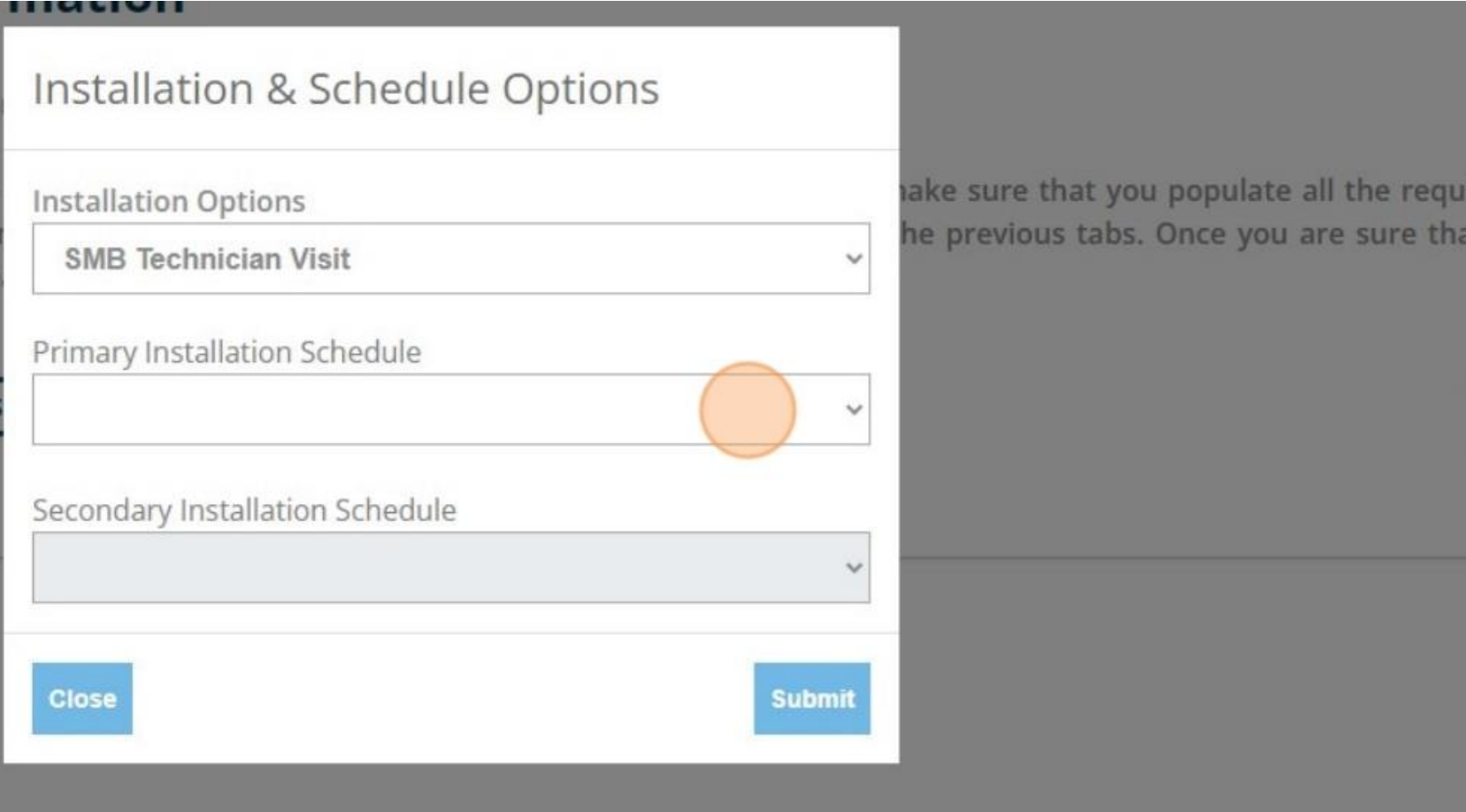
Installation & Schedule Options

Installation Options

SMB Mail to Home

Close Submit

If applicable: Choose a primary and secondary installation date and time. Click “Submit” to fully automate your order into Spectrum Buyflow.



The screenshot shows a modal window titled "Installation & Schedule Options". It contains three main sections: "Installation Options" with a dropdown menu currently set to "SMB Technician Visit"; "Primary Installation Schedule" with an empty dropdown menu highlighted by an orange circle; and "Secondary Installation Schedule" with another empty dropdown menu. At the bottom of the modal are two buttons: "Close" on the left and "Submit" on the right. The background of the page is dimmed and shows a faint instruction: "make sure that you populate all the required fields from the previous tabs. Once you are sure that".

Installation & Schedule Options

Installation Options

SMB Technician Visit

Primary Installation Schedule

Secondary Installation Schedule

Close Submit

make sure that you populate all the required fields from the previous tabs. Once you are sure that

Review Ordering Details Click "Confirm Order". Please note, this is automating your order into Spectrum's Buyflow Ordering System.

CableFinder

- General
- Billing
- Voice Configuration
- Authorized Contact
- Confirmation

Confirm Order

Dear Taylor,

Thank you for your order. We will ensure that all the information is valid and correct.

[PREVIOUS](#)

Subtotal:	\$0.00	\$39.99
INSTALLATION FEES		
Professional Installation Fee	\$0.00	Included
Subtotal:	\$0.00	\$0.00
PAYMENT PROCESSING		
Payment Processing	\$0	\$5.00
Subtotal:	\$0.00	\$5.00
PROMOTIONS		
Auto Pay Discount	\$0	\$-5.00
Subtotal:	\$0.00	\$-5.00
STANDARD PHONE LINES		
Private Directory Listing	\$0.00	Included
Business Voice	\$0	\$19.99
Subtotal:	\$0.00	\$19.99
TV		
HD Box	\$0	\$12.50
Broadcast Fee	\$0	\$25.75
Public	\$0	\$0.00
Spectrum Business TV Bar/Restaurant	\$0	\$29.99
Subtotal:	\$0.00	\$68.24
TOTAL		
Total:	\$0	\$128.22

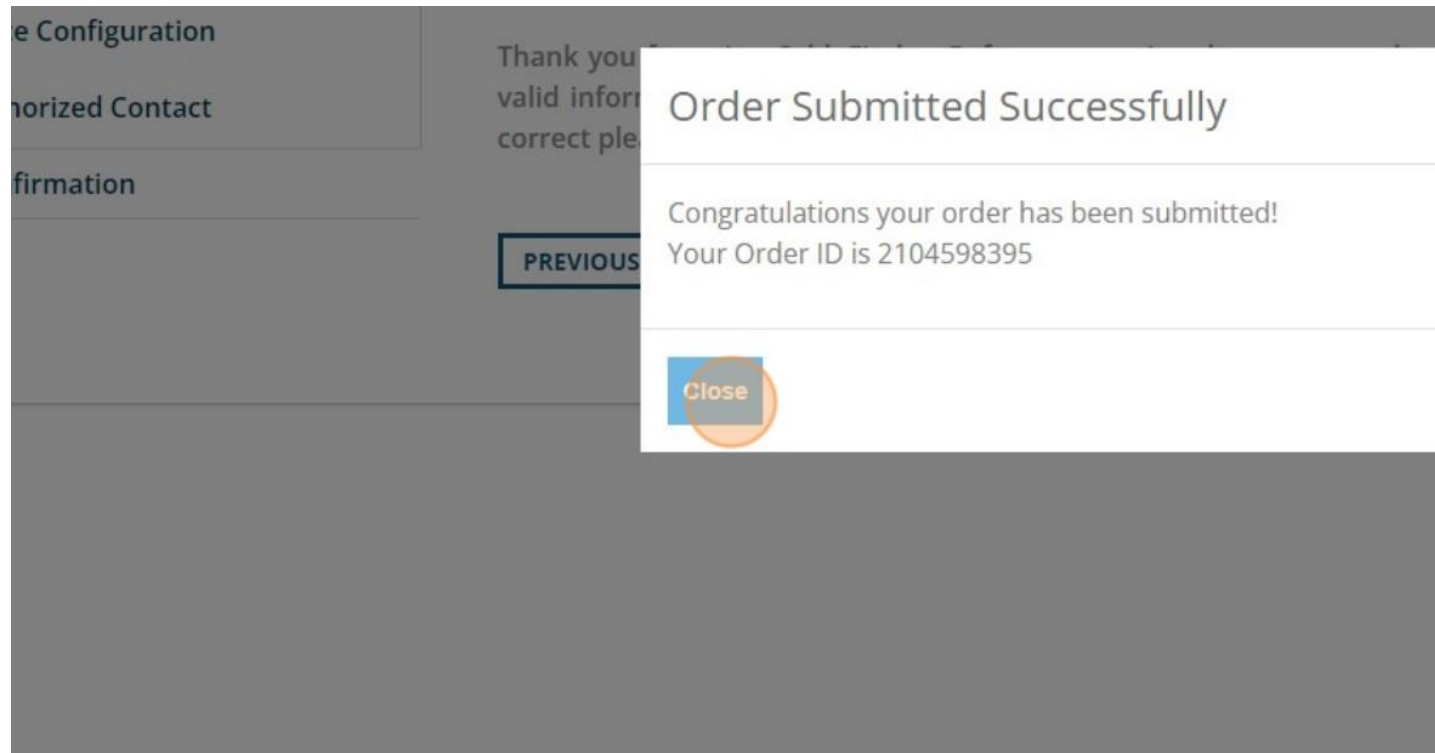
[Close](#)
[Confirm Order](#)

Upload Contract

Searches And Quotes

make sure that you populate all the required information in the previous tabs. Once you are sure that the information is correct, click the "Confirm Order" button.

After submitting your order, you will see a pop up with your Order ID. An email will also be sent to you with the ordering details.



Post CableFinder Emails

Email confirmation from CableFinder “Spectrum Order Generated”. This will go to the CableFinder user and the TSD.

From: noreply@cablefinder.net <noreply@cablefinder.net>

Sent: Tuesday, August 13, 2024 3:19 PM

To:

Cc:

Subject: Spectrum Order Generated

Account Information:

Account Number: 8448400[REDACTED]

Order Reference Number: 2140220000

Pay in Advance Required: NO

Address Bypassed: NO

Approval Required: NO

Fallout Code: -

Fallout Description: -

Work Order Number: 1000358[REDACTED]

Order Description: Successful automation based on requested level.

Order Confirmation

COAX INTERNET	NRC	MRC
California Cost Recovery Charge	\$0	\$1.25
Ultra Internet	\$0	\$49.99
Spectrum Advanced WiFi	\$0	\$10.00
Subtotal:	\$0.00	\$61.24
INSTALLATION FEE	NRC	MRC

In the email, there are the order details with the account, Work Order Number, if Pay in Advanced (PIA) is required, if the address was Bypassed, also if the order requires Approval, the order confirmation services details, who was requested by, total MRC and NRC, Installation Primary Date/Time, and the Customer information details.

You'll also receive an Order Confirmation email from "MyAccount@spectrumemails.com" If the order successfully automates, expect an email with the installation information as shown below.

Dear Valued Customer,

Thank you for your Spectrum Business order. Please review your order information.

The technician is scheduled to arrive
Thursday, August 15 2024 between 12:00
PM - 01:00 PM. If you need assistance,
call (800) 314-7195.

Account Information

Account Number: 7700

Order Number:

1000358323

Service Address

7852 Bolsa Ave

Ste A

Midway City, CA 92655

Installation

Appointment

Information:

Thursday, August 15
2024

Between 12:00 PM -
01:00 PM

If the order does not automate, expect to see an email to call in for scheduling.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Dear Valued Customer,

This is to confirm order 2110100110 for Kiz Assisting on Sat August 10, 2024. Account and Service information as taken during the order is listed below.

**Please call 1-833-809-4002
for scheduling or your order
won't be processed.**

Service Address:
7601 Jacksboro Hwy
Ste 200
Fort Worth, TX 76135

Reference# 2110100110
Date: 08-10-24