



Comcast Coax

User Guide

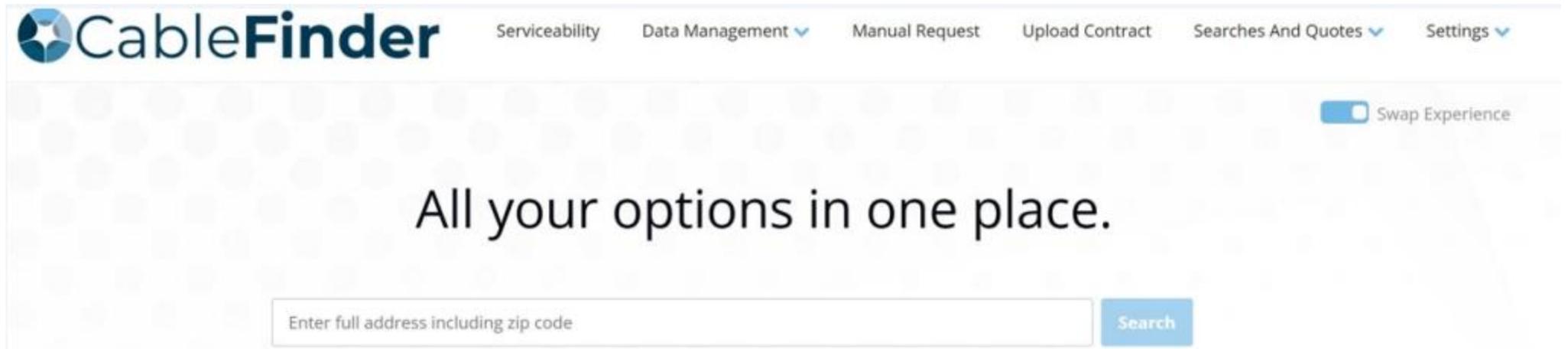
Serviceability	Pricing	Quote Generation	Contract Generation	Order Placement
				
API Driven Serviceability	Manual Pricing	PDF Creation	PDF Creation	Order placed in C3 via API

 =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 products available.



The screenshot displays the CableFinder website interface. At the top left is the CableFinder logo. To its right is a navigation menu with the following items: 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 page, there is a toggle switch labeled "Swap Experience" which is currently turned on. The main content area features the text "All your options in one place." centered above a search bar. The search bar contains the placeholder text "Enter full address including zip code" and a blue "Search" button to its right.

2

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



The screenshot displays the AbleFinder website interface. At the top left is the logo "ableFinder". To its right is a navigation menu with the following items: "Serviceability", "Data Management" (with a dropdown arrow), "Manual Request", "Upload Contract", "Searches And Quotes" (with a dropdown arrow), and "Settings" (with a dropdown arrow). In the top right corner, there is a toggle switch labeled "Swap Experience" which is currently turned off. The main content area features a large heading "All your options in one place." and a search bar containing the text "202 Sixth St, Castle Rock, CO 80104, USA" with a clear button (an 'x' in a circle) and a blue "Search" button.

202 Sixth St, Castle Rock, CO 80104, USA



Search

 Dedicated Best Efforts Wireless

Showing 6 results

Dedicated Service Results

Industry leading fiber, speeds and services

DEDICATED

Serviceable Green ⓘ

TIME:	DIST:	MAX SPEED:
30-45 Days	84 ft	10G

Products FiberMin MRC \$182[Configure Pricing](#)

DEDICATED

Serviceable Green ⓘ

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

Products DIA[Request Pricing](#)

DEDICATED

Serviceable Red ⓘ

TIME:	DIST:
Request Pricing for Alternate Options	-

Products Fixed Wireless[Request Pricing](#)

4

When “Swap Experience” is toggled off, the results will be given as seen below. If green, the user can 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.

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

202 Sixth St, Castle Rock, CO 80104, USA SEARCH

202 Sixth St, Castle Rock, CO 80104, USA

Swap Experience

ED SERVICE RESULTS

FIBER		CONFIGURE PRICING			
Serviceability Description: Serviceable - Ready to install with little or no construction required	Anticipated Timeframe to Install Comcast: 30-45 Days	Distance to Comcast: 84 ft	Min MRC Estimate: \$182	Max Speed: 10G	Products: Fiber

BEST EFFORTS RESULTS

COMCAST COAX		CONFIGURE PRICING				
COMCAST BUSINESS	Serviceability Description: Serviceable - Ready to install with little or no construction required	Anticipated Timeframe to Install Comcast: 10-15 Days	Distance to Comcast: 84 ft	Technology: N/A, N/A	Max Speed: 1.25G	Products: Internet, Phone, TV

FIBER		REQUEST PRICING			
Serviceability Description: Serviceable - Ready to install with little or no construction required	Anticipated Timeframe to Install Lumen:	Max Speed: 10G	Products: DIA		

5

The screenshot shows the CableFinder website interface. At the top left is the CableFinder logo, with 'Serviceability' and 'Data Mana' links to its right. Below the logo is a dark blue header with the text 'PRICING CATALOG'. Underneath is a 'Promotional Pricing' button. The address '202 Sixth St, Castle Rock, CO 80104, USA' is displayed, along with the Comcast Business logo. The 'Order Type' dropdown is set to 'New Service'. The 'Select Term' dropdown is set to '24 Month', which is highlighted with an orange circle. The 'Internet Speed Filter' is an empty input field. The 'Select Package' dropdown is set to 'No package'. At the bottom, there are two dark blue buttons: 'COAX INTERNET' with a slider control, and 'STANDARD PHO'.

Build your cart by selecting the term.

6

Select “Internet Speed Filter” to display drop down of internet speeds.



Serviceability

Data Management

Manual Request

Upload Contract

Searches And Quotes

PRICING CATALOG

Promotional Pricing

202 Sixth St, Castle Rock, CO 80104, USA

COMCAST
BUSINESS

Order Type

New Service

Select Term

24 Month

Internet Speed Filter

Business Internet Standard 300M/35M

Select Package

No package

7

After filtering term and speeds, click the box under “Select Package” to display drop down of package offers based off your filters.

The screenshot displays the Comcast Business pricing catalog interface. At the top, there is a dark blue header with the text "PRICING CATALOG". Below this, a "Promotional Pricing" tab is visible. The address "202 Sixth St, Castle Rock, CO 80104, USA" is shown. The Comcast Business logo is centered. On the left, there are three dropdown menus: "Order Type" set to "New Service", "Select Term" set to "24 Month", and "Internet Speed Filter" set to "Business Internet Standard 300M/35M". Below these is a "Select Package" dropdown menu showing "\$139.99 | Business Internet Standard (300M/35M) | Security Edge", which is highlighted with an orange circle. At the bottom left, there are two sections: "COAX INTERNET" with a toggle switch and "STANDARD PHONE LINES" with a toggle switch. The "COAX INTERNET" section has a "Main Services" dropdown set to "Business Internet Standard 300M/35M" and an "Additional Services" section. The "STANDARD PHONE LINES" section has a "Main Services" dropdown set to "Basic Line" with a value of "0" and a "Mobility Lines 1-" dropdown. On the right side, there is a "PACKAGE DESCRIPTION" section with detailed text about the "Ultimate Business Package". Below this is a pricing table with columns for "Price:", "Discount:", and "Package Price:". At the bottom right, there is a "COAX INTERNET" and "NRC" table with the following items and prices:

COAX INTERNET	NRC
Business Internet Standard	0.00 Inc
Security Edge	0.00 Inc
Equipment - Modem (Comcast Owned)	0.00
Subtotal:	\$0.00

▾
 ▾
 ▾
 Business Internet Standard (300M/35M)| Security Edge ▾

INTERNET



Services

 ▾

Additional Services

 on Pro ✘
 Edge ✔
 Equipment - Comcast Owned

 Upgrade - Speed Upgrade

 Addresses - 1 Address

STANDARD PHONE LINES



Main Services

 Basic Line
 Mobility Lines 1-24

Additional Services

 Toll Free
 Voicemail
 Directory Listing

PACKAGE DESCRIPTION

Ultimate Business Package for discounted monthly rate of \$139.99 for months 1-12, increasing to \$149.99 for months 13-24, increasing to then regular rate in month 25. Equipment, installation, taxes and applicable fees, including Broadcast TV Fee, Regional Sports Fee, regulatory recovery fee and other charges extra and subject to change. Package includes Business Internet Standard (download speed up to 300 Mbps) and SecurityEdge. 2 year term agreement required. Additional \$10 monthly discount with enrollment in both paperless billing and automatic payments with bank account via <https://business.comcast.com/myaccount> within 30 days of service installation. If either paperless billing or automatic payment service is cancelled, or automatic payment

Price: \$179.90

Discount: \$39.91

Package Price: \$139.99

COAX INTERNET

NRC

MRC

Business Internet Standard	0.00	Included in Package
----------------------------	------	---------------------

Security Edge	0.00	Included in Package
---------------	------	---------------------

Equipment - Modem (Comcast Owned)	0.00	24.95
-----------------------------------	------	-------

Subtotal:	\$0.00	\$24.95
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EQUIPMENT & FEES

NRC

MRC

Click the toggle to add any additional phone lines.

Switch the toggle next to “Basic Line” or any other add-ons to change the quantity.

Service

Month

Package

| Business Internet Standard (300M/35M) | Security Edge

INTERNET

Services

Business Internet Standard 300M/35M

Additional Services

Security Edge

Equipment - Modem (Comcast Owned)

Speed Upgrade

IP Addresses 1 Address

Access Point 1 Access Point

Internet Speed Filter

Business Internet Standard 300M/35M

STANDARD PHONE LINES

Main Services

Basic Line 1

Mobility Lines 1-24 0

Additional Services

Toll Free 0

Voicemail 0

Directory Listing Published

PACKAGE DESCRIPTION

Ultimate Business Package for discounted monthly rate of \$139.99 for months 1-12, increasing to \$149.99 for months 13-24, increasing to then regular rate in month 25. Equipment, installation, taxes and applicable fees, including Broadcast TV Fee, Regional Sports Fee, regulatory recovery fee and other charges extra and subject to change. Package includes Business Internet Standard (download speed up to 300 Mbps) and SecurityEdge. 2 year term agreement required. Additional \$10 monthly discount with enrollment in both paperless billing and automatic payments with bank account via <https://business.comcast.com/myaccount> within 30 days of service installation. If either paperless billing or automatic payment service is cancelled, or automatic payment

Price: \$179.90

Discount: \$39.91

Package Price: \$139.99

COAX INTERNET

	NRC	MRC
Business Internet Standard	0.00	Included in Package
Security Edge	0.00	Included in Package
Equipment - Modem (Comcast Owned)	0.00	24.95
Subtotal:	\$0.00	\$24.95

STANDARD PHONE LINES

	NRC	MRC
Basic Line (1)	0.00	24.95
Directory Listing (Published)	0.00	0.00

COAX INTERNET	NRC	MRC
Business Internet Standard	0.00	Included in Package
Security Edge	0.00	Included in Package
Equipment - Modem (Comcast Owned)	0.00	24.95
Subtotal:	\$0.00	\$24.95

STANDARD PHONE LINES	NRC	MRC
Basic Line (1)	0.00	24.95
Directory Listing (Published)	0.00	0.00
Subtotal:	\$0.00	\$24.95

TV	NRC	MRC
Variety	0.00	89.95
HD Service	0.00	0.00
Broadcast TV Fee	Up To	\$ 39
Subtotal:	\$0.00	\$128.95

EQUIPMENT & FEES	NRC	MRC
Primary TV Box + Remote	0.00	11.95
Install Fee	149.95	0.00
Subtotal:	\$149.95	\$11.95

	NRC	MRC
Total:	\$149.95	\$330.79

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

NRC is any "Non-Reoccurring Charges", MRC is "Monthly Reoccurring Charges."

	NRC	MRC
Total:	\$149.95	\$330.79

To create paperwork, click "Generate Contract" on the pricing page.

The screenshot displays a pricing interface. On the left, a 'Services' section lists items with quantity input boxes and checkboxes. The items are: 'PRI Channels - Port' (quantity 1, checked), 'PRI Channels - Port' (quantity 1, checked), 'Report (CDR)' (quantity 1, unchecked, with a red 'x' icon), 'f 100 (native)' (quantity 1, checked), and 'f 1000 (native)' (quantity 1, checked). On the right, a summary table shows the following items and prices:

Variety	0.00	89.95
HD Service	0.00	0.00
Broadcast TV Fee	Up To \$0.00	\$ 39
Subtotal:	\$0.00	\$128.95
EQUIPMENT & FEES		
Primary TV Box + Remote	0.00	11.95
Install Fee	149.95	0.00
Subtotal:	\$149.95	\$11.95
Total:		
	\$149.95	\$330.79

At the bottom of the page, there are two buttons: 'GENERATE QUOTE' and 'GENERATE CONTRACT'. The 'GENERATE CONTRACT' button is highlighted with an orange circle.

The screenshot shows a software interface for generating quotes. A modal dialog box titled "Please Enter Quote Info" is overlaid on the main interface. The dialog contains the following text and fields:

Please Enter Quote Info

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

Registered Business Name
Comcast Training Test

Quote Name
[Redacted]

Send Quote via Email

OK CANCEL

The background interface shows a "TV" section with options for Building Type (Private View TV), Main Services (Variety), Ancillary Products (Canales Selecto, HD Service, Music Choice, Sports & Entertainment Package), and Equipment (Additional TV Box + Remote, Primary TV Box + Remote). A summary table on the right lists items and their costs:

Item	Cost
Security Edge	0.00
Equipment - Modem (Comcast Owned)	0.00
Subtotal:	\$0.00
STANDARD PHONE LINES	NRC
Basic Line (1)	0.00
Directory Listing (Published)	0.00
Subtotal:	\$0.00
TV	NRC
Variety	0.00
HD Service	0.00
Broadcast TV Fee	Up To \$0.00
Subtotal:	\$0.00
EQUIPMENT & FEES	NRC
Primary TV Box + Remote	0.00
Install Fee	149.95
Subtotal:	\$149.95
Total:	\$149.95

Buttons for "GENERATE QUOTE" and "GENERATE CONTRACT" are visible at the bottom right.

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. Then click “OK”.

General

Billing

Voice Configuration

Directory Listing

Confirmation

General Customer Information

Registered Account Name

Contact Name

Business Phone

Cell Phone

Email

Address Line 1

Address Line 2

Enter the customer's information that will be reflected on the contract.

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

Address Line 1

202 6TH ST

Address Line 2

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

City

CASTLE ROCK

State

CO

Zip

80104

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.

17

Use the “Same as customer info?” button to copy the same customer information, this can be entered manually as well should the Technical Contact be different.

The screenshot shows a CarrierHub form with the following fields and options:

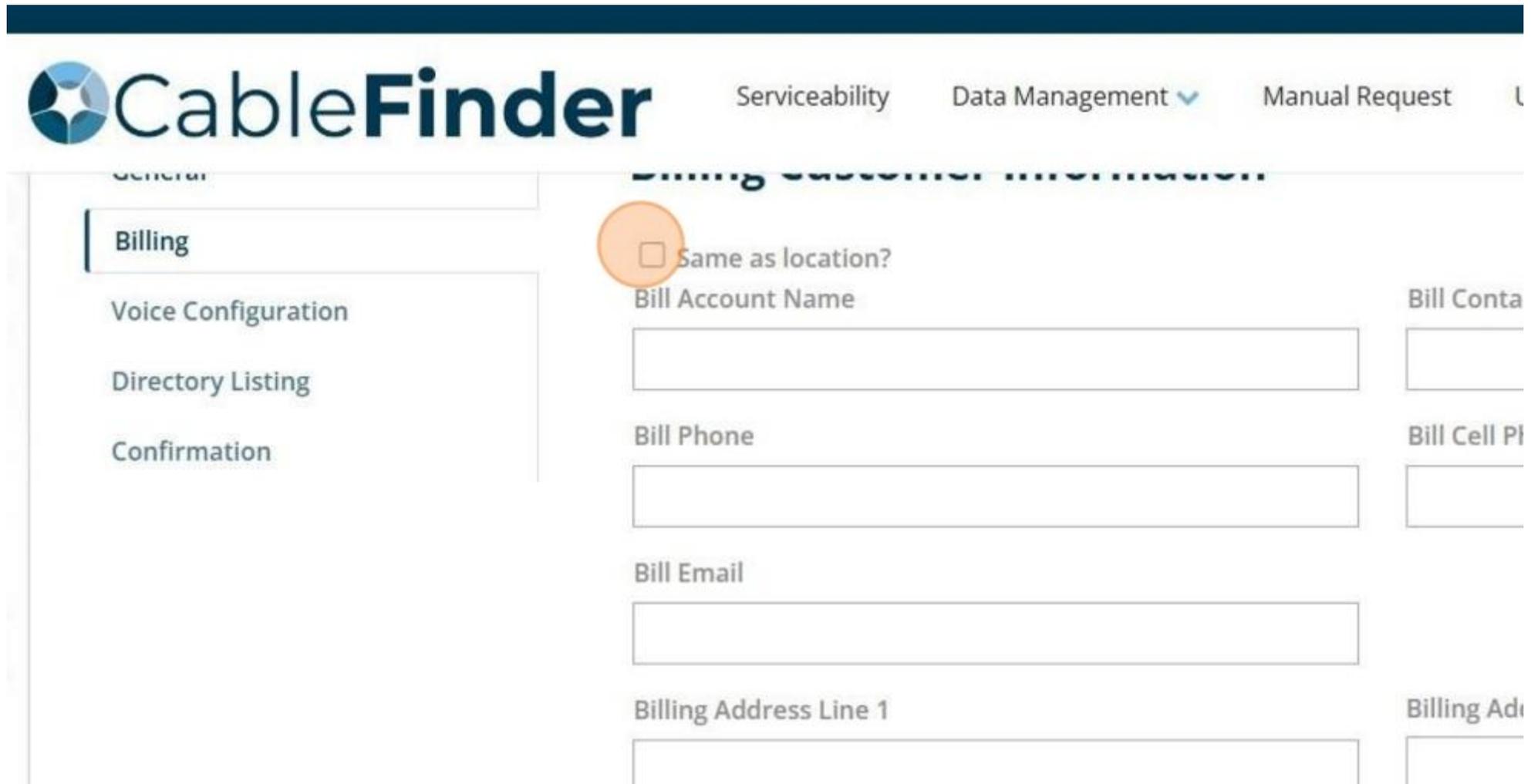
- Address: 202 6TH ST
- City: CASTLE ROCK
- Zip: 80104
- State: CO
- Confirmation: I confirm that there is no Unit or Suite number for this location.
- Technical Contact Name: Same as customer info?
- Tech Email:
- Tech Phone:
- Tech Cell Phone:
- On-site?:

<input type="text"/>	<input type="text" value="00"/>
<input type="text"/>	
info? ie	Tech Email
<input type="text"/>	<input type="text" value="test@test.com"/>
	Tech Cell Phone
<input type="text"/>	<input type="text" value="5555555555"/>



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

Use the “Same as customer info?” radio buttons to carry customer information to the billing section. Should the billing contact be different, this can be entered manually as well.



The screenshot displays the CableFinder web application interface. The top navigation bar includes the CableFinder logo, a 'Serviceability' link, a 'Data Management' dropdown menu, and a 'Manual Request' link. The main content area is divided into a left sidebar and a main form area. The sidebar contains a 'General' section with a 'Billing' sub-section highlighted, along with 'Voice Configuration', 'Directory Listing', and 'Confirmation' options. The main form area is titled 'Billing Customer Information' and features a 'Same as location?' checkbox, which is highlighted with an orange circle. Below this checkbox are several input fields: 'Bill Account Name', 'Bill Phone', 'Bill Email', 'Billing Address Line 1', 'Bill Conta', 'Bill Cell PI', and 'Billing Adr'.

CableFinder Serviceability Data Management Manual Request

General

Billing

Voice Configuration

Directory Listing

Confirmation

Same as location?

Bill Account Name

Bill Phone

Bill Email

Billing Address Line 1

Bill Conta

Bill Cell PI

Billing Adr

ation

Bill Phone	5555555555	Bill Cell Phone	5555555555
Bill Email	test@test.com		
Billing Address Line 1	202 6TH ST	Billing Address Line 2	
City	CASTLE ROCK	State	CO
Zip	80104		
<input type="checkbox"/> Tax Exempt?			
PREVIOUS			SAVE

Click “Save” in the bottom right corner,

Click “Generate Contract” to download a PDF of the unsigned contract, or click “Send with DocuSign” to send the contract to the signer.

Company Name	Street Address
Test	202 6TH ST
City	State
CASTLE ROCK	CO
Zip	
80104	

[PREVIOUS](#) [SAVE](#)

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 WITH DOCUSIGN](#)

Complete the signee contact information that will pop up on your screen. This includes the signers name, title and e-mail to send the contract to.

The image shows a web application interface with a modal dialog box titled "Signee Contact Information". The dialog box contains the following text and fields:

Please enter the full name and email address of the person that will sign the contract.

Signee Name
test

Title
owner

Signee E-mail Address
|

Would you like to send a copy?

OK Close

The background form includes the following fields and buttons:

- Voice Configuration
- Directory Listing
- LOA/RespOrg
- Confirmation
- Company Name: Test
- Street Address: 202 6TH ST
- City: CASTLE
- Zip: 80104
- PREVIOUS
- Confir
- Dear Jazm
- Thank you
- valid infor
- correct ple
- PREVIOUS
- GENERATE CONTRACT
- SIGN WITH E

Signee Contact Information

Please enter the full name and email address of the person that will sign the contract.

Signee Name
test

Title
owner

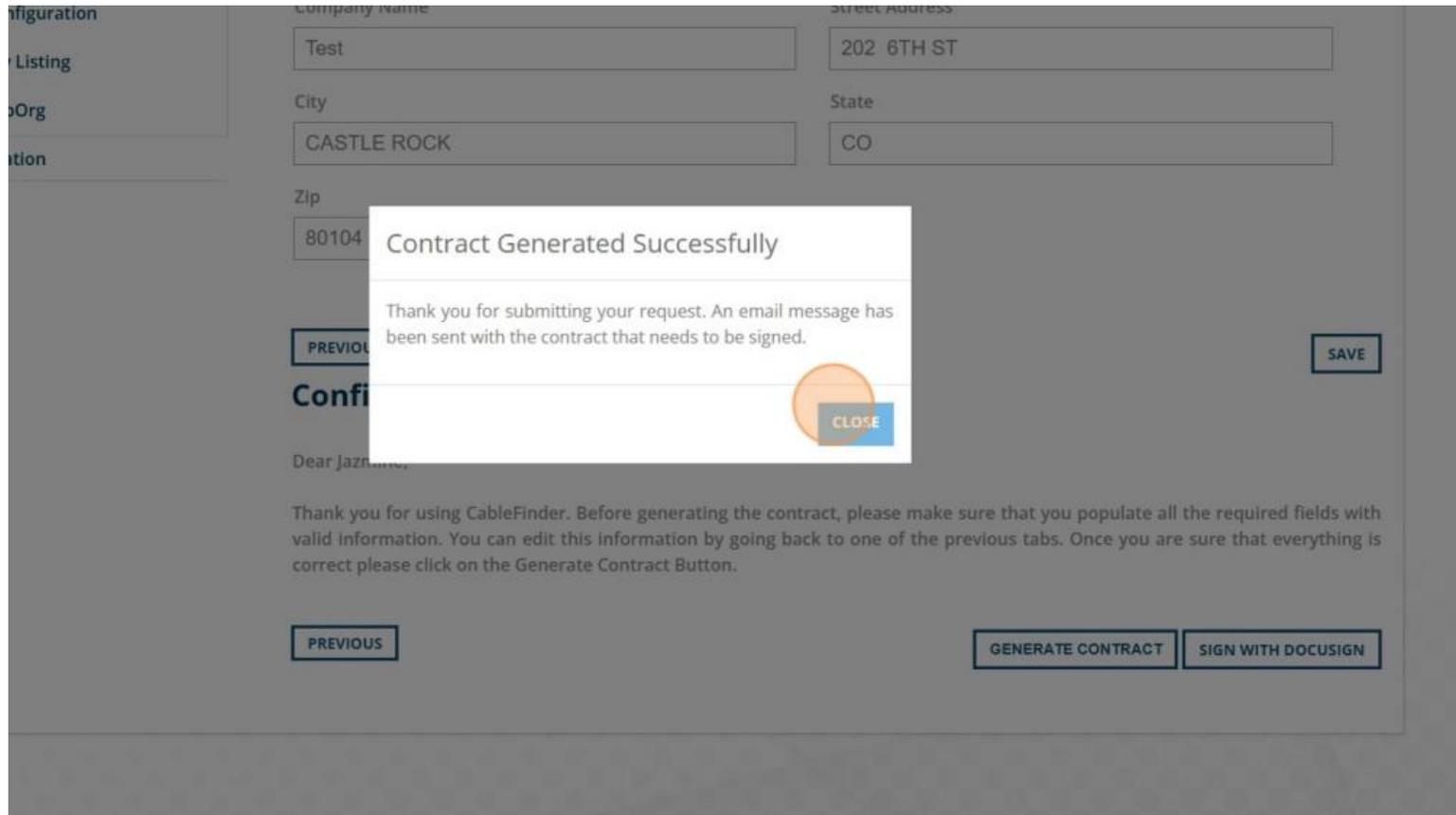
Signee E-mail Address
test@test.com

Would you like to send a copy?

OK Close

Click “OK” and the DocuSign will be sent for signature to the e-mail provided in the previous step.

A pop-up notification will appear on your screen confirming the Comcast contract has been sent to the signer.



The screenshot shows a web form for generating a contract. The form fields are as follows:

Field	Value
Company Name	Test
Street Address	202 6TH ST
City	CASTLE ROCK
State	CO
Zip	80104

The form includes several buttons: "PREVIOUS" (top left), "SAVE" (top right), "PREVIOUS" (bottom left), "GENERATE CONTRACT" (bottom center), and "SIGN WITH DOCUSIGN" (bottom right). A pop-up notification is displayed in the center, with the following text:

Contract Generated Successfully

Thank you for submitting your request. An email message has been sent with the contract that needs to be signed.

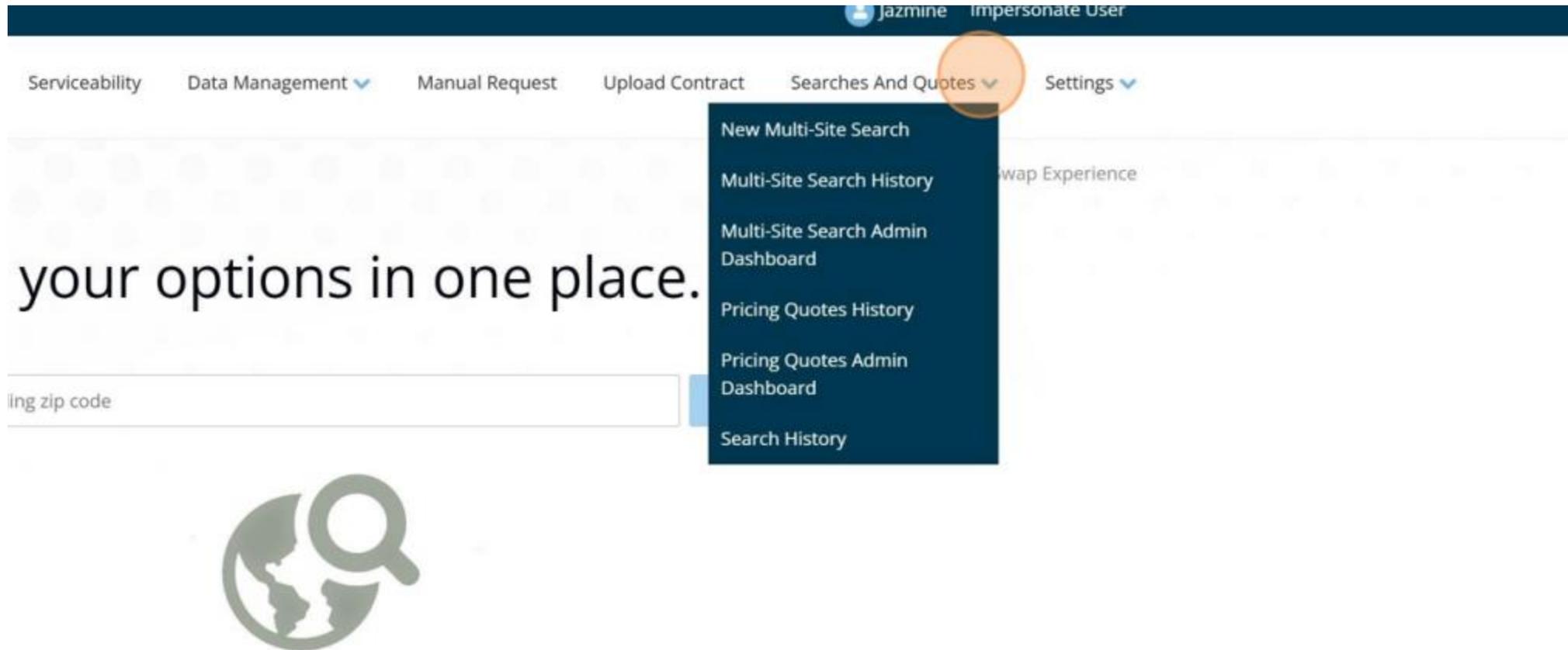
A "CLOSE" button is located at the bottom right of the pop-up.

Below the pop-up, the form text reads: "Dear Jazmine," 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 Generate Contract Button."

Uploading Comcast Coax Contract into CableFinder

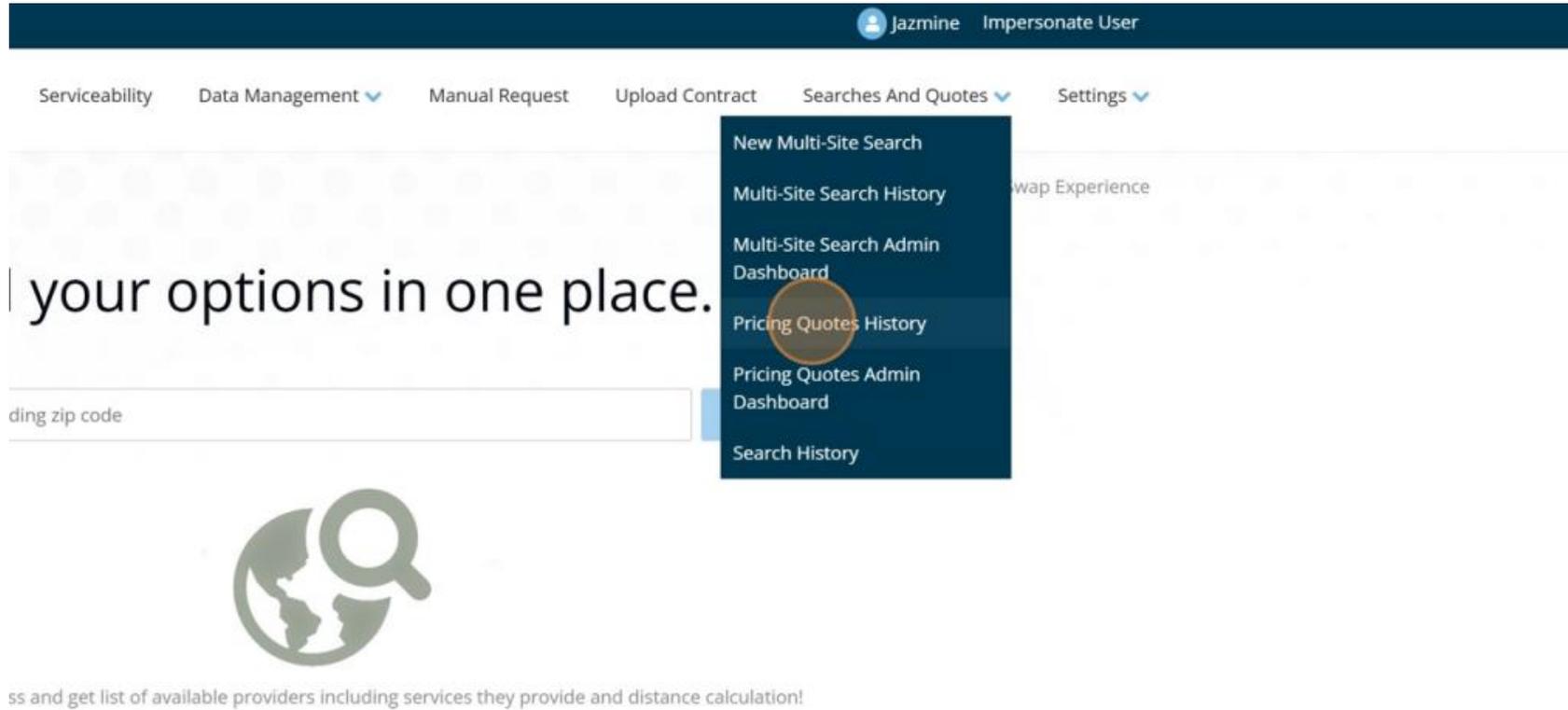
- For Contract upload, once you have the signed contract, head back into CableFinder to upload the contract. This will store the contract in CableFinder and place the order directly with Comcast.

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



The screenshot displays a dashboard interface with a dark blue header bar. The header contains the user name 'Jazmine' and the option 'Impersonate User'. Below the header, a navigation menu includes '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'. An orange circle highlights the 'Searches And Quotes' menu item. Below the navigation menu, the main content area features the text 'your options in one place.' and a search input field with the placeholder text 'ing zip code'. At the bottom of the page, there is a large green icon of a globe with a magnifying glass over it.

s and get list of available providers including services they provide and distance calculation!



The screenshot displays a web application interface. At the top, a dark blue header bar contains a user profile icon, the name "Jazmine", and the text "Impersonate User". Below the header, a navigation menu includes "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". The "Pricing Quotes History" option is highlighted with a brown circle. The main content area features a large heading "your options in one place." and a search input field with the placeholder text "ding zip code". Below the search field is a globe icon with a magnifying glass. At the bottom, a partial sentence reads "ss and get list of available providers including services they provide and distance calculation!".

Click “Pricing Quotes History” from drop down options.

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

Note: This can be found as a watermark at the bottom of any page in your contract.

The screenshot shows the CableFinder web application interface. At the top right, the user is logged in as 'Jazmine' with an 'Impersonate User' option. The navigation menu includes 'Serviceability', 'Data Management', 'Manual Request', 'Upload Contract', 'Searches And Quotes', and 'Settings'. A blue button labeled 'EXPORT TO CSV FILE' is visible. Below the navigation is a table with the following columns: Quote ID, Customer Name, Quote Name, Provider, Selected Services, Sent To, Master CRM Quote ID, Accepted, Date/Time, Docusign Status, Order Status, and Actions. The first row of data is highlighted in light blue. The 'Quote ID' cell in the first row is circled in orange. A blue arrow points to the right on the left side of the page.

Quote ID	Customer Name	Quote Name	Provider	Selected Services	Sent To	Master CRM Quote ID	Accepted	Date/Time	Docusign Status	Order Status	Actions
644012	Comcast Training Test	Comcast Training Test	Comcast	Coax Internet Standard Phone Lines TV	N/A		FALSE	Feb 14, 2025, 1:16:23 PM		Order Submitted to TSD	Download Quote Price Quote Download Unsigned Contract Download Signed Contract Upload Signed Contract Update Master CRM Quote ID

Actions

Download Quote

Price Quote

Download Unsigned Contract

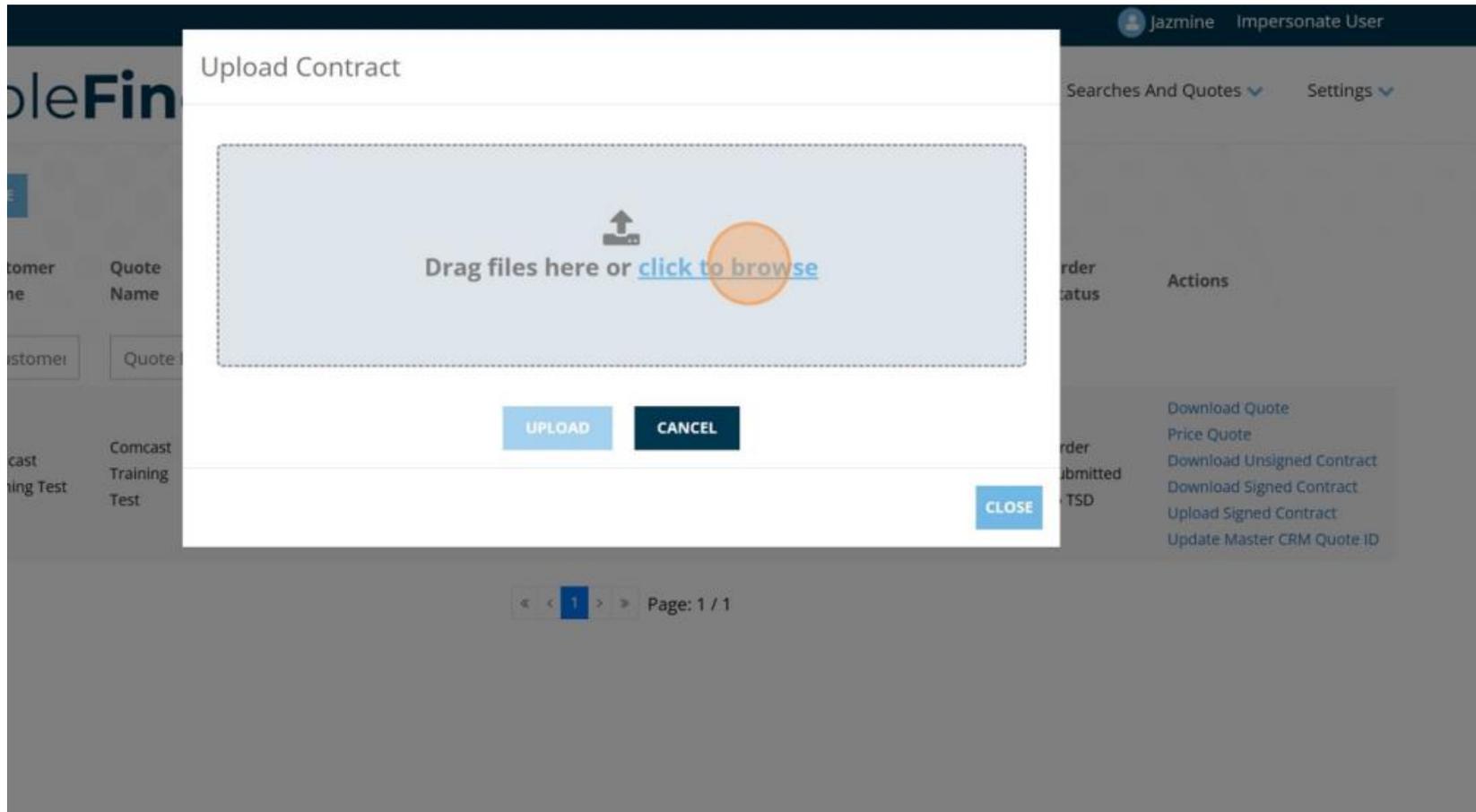
Download Signed Contract

Upload Signed Contract

Update Master CRM Quote ID

Once you have located your quote, 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.

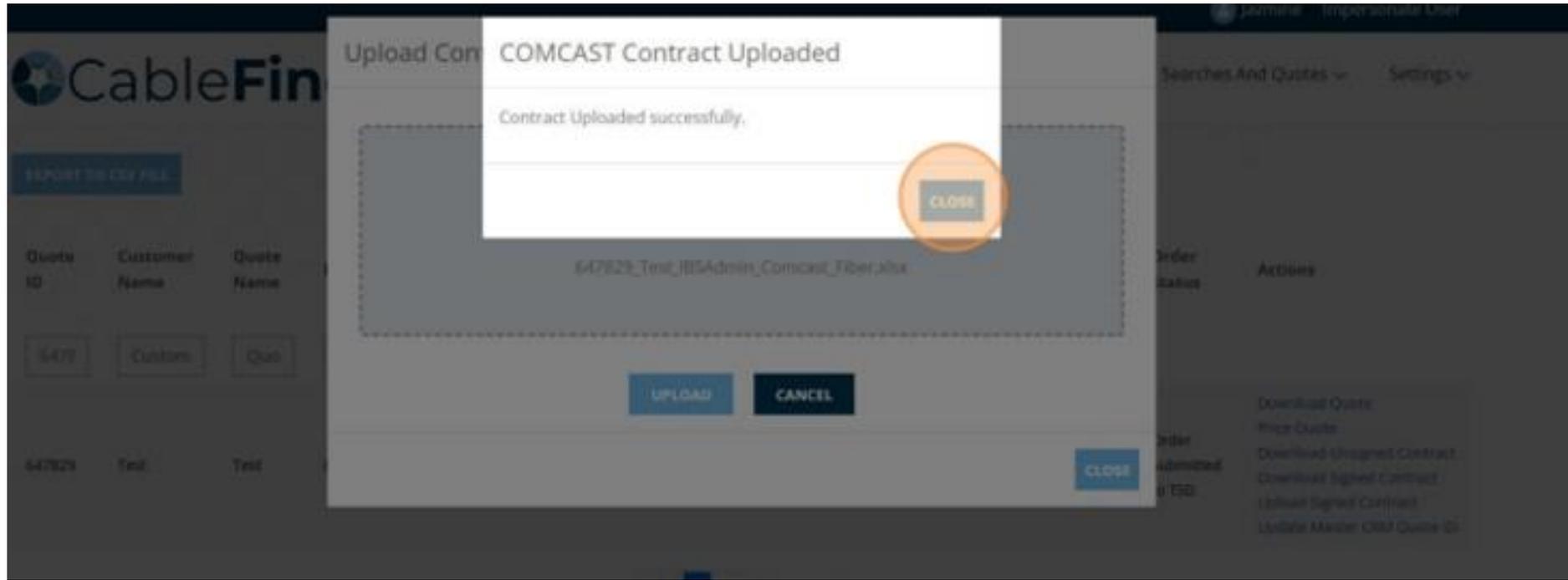


Once you see the file name in the grey box, click “UPLOAD”

The screenshot displays the CableFin interface with an 'Upload Contract' modal window. The modal contains a dashed grey box with an upload icon and the text 'Drag files here or [click to browse](#)'. Below this box, the file name 'Quote644012_-_Comcast_contract_generated_for.pdf' is displayed. At the bottom of the modal are 'UPLOAD' and 'CANCEL' buttons, and a 'CLOSE' button is located in the bottom right corner of the modal. The background shows a table with columns for Quote ID, Customer Name, and Quote Name.

Quote ID	Customer Name	Quote Name
644012	Comcast Training Test	Comcast Training Test

Once the contract is uploaded, this confirmation will pop up on your screen indicating the contract has uploaded successfully. This means the order has now successfully been placed in C3. (C3 = Comcast Ordering System)



Post CableFinder Emails

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

Contract Uploaded for Quote ID: 644012



CableFinder <noreply@cablefinder.r

To

Cc



Wed 2/19/2025 1:56 PM



A contract has been uploaded for the Quote: 644012.

Following are the details:

Username: jazmine

Email Address: jazmine@cablefinder.net

Phone Number: NA

Distributor: IBSAdmin

Customer Name: Comcast Training Test

Address: 202 Sixth St, Castle Rock, CO 80104, USA

Service Provider: comcast

Service Type: Coax Internet,Standard Phone Lines,TV

MRC: 330.79

NRC: 149.95