CableFinder

Comcast Coax

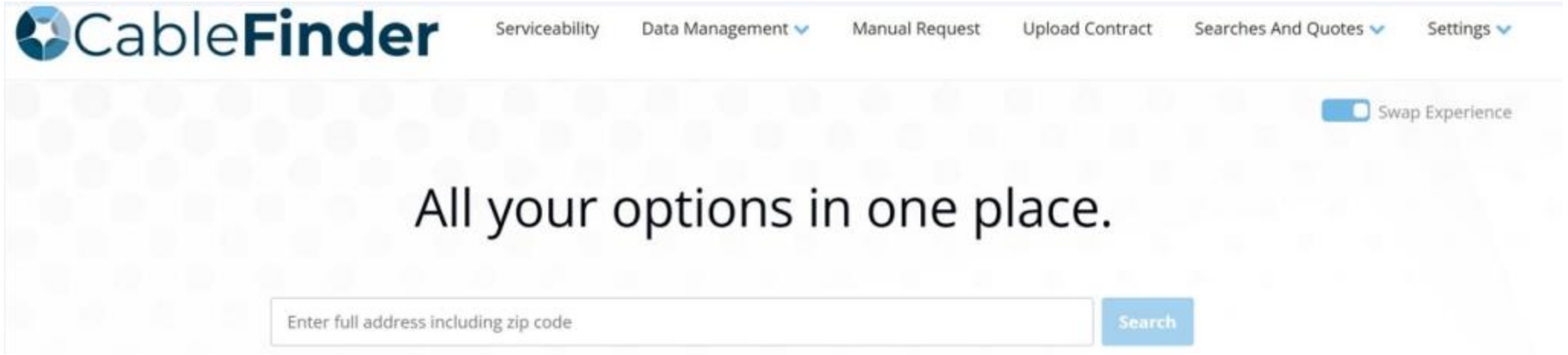
User Guide

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

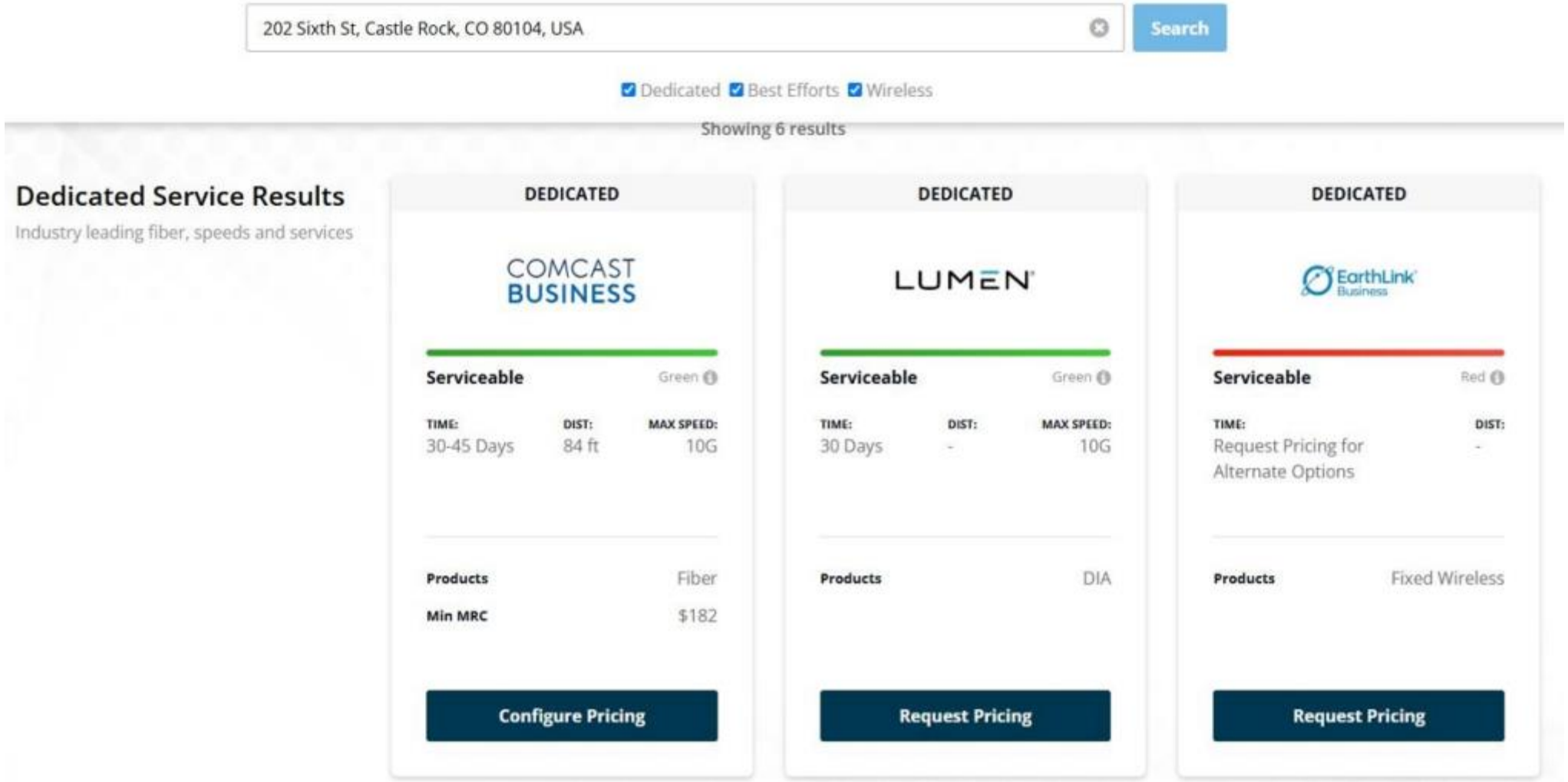
Click the address bar to type in a business name or address and click “Search”. The results page will generate who the provider is, a serviceability description, the anticipated timeframe to install, the max speed, and products available.



2

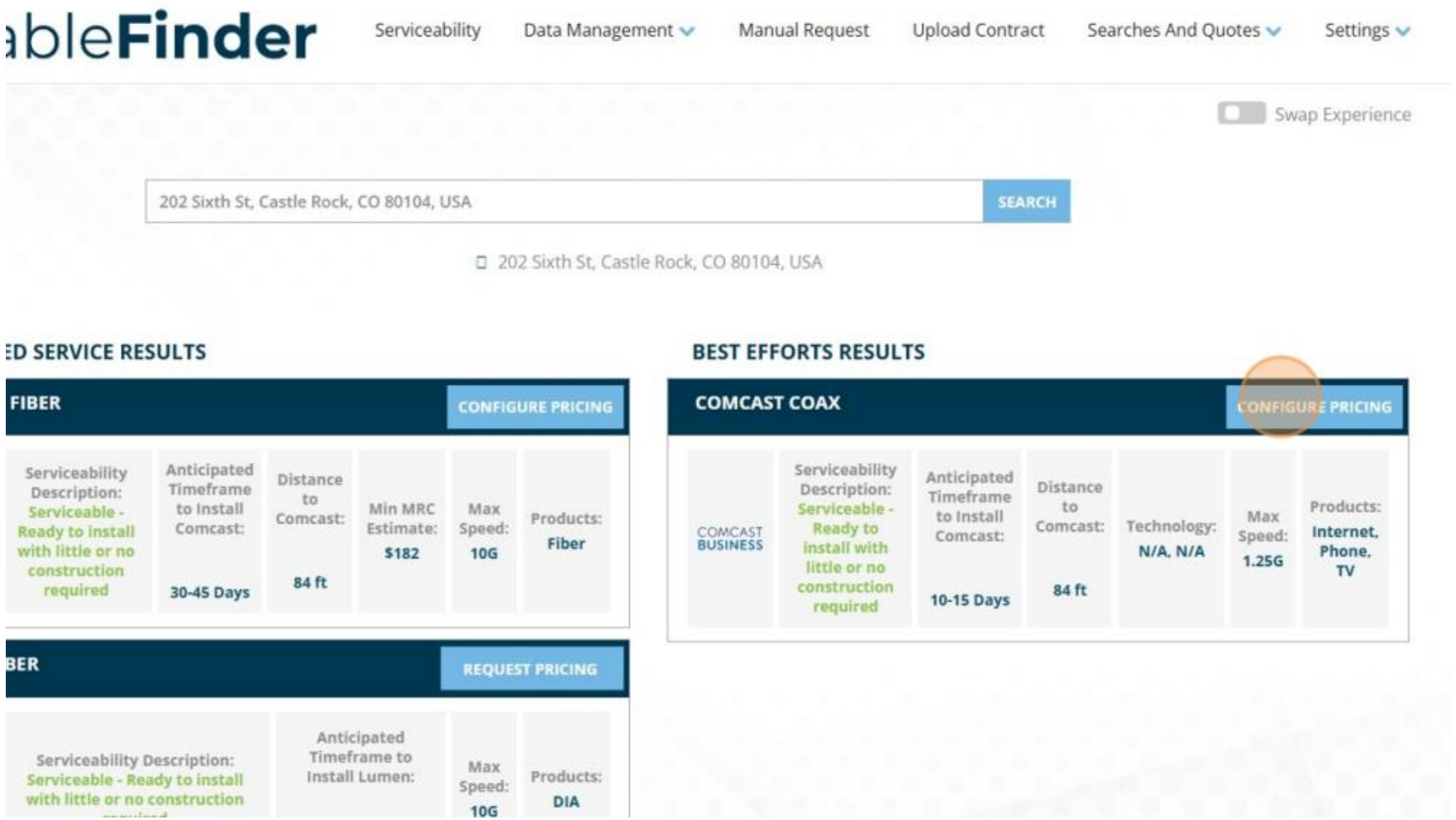
Options will display as shown in the next step. Toggle “Swap Experience” in the top right corner to change the view of your results.

3

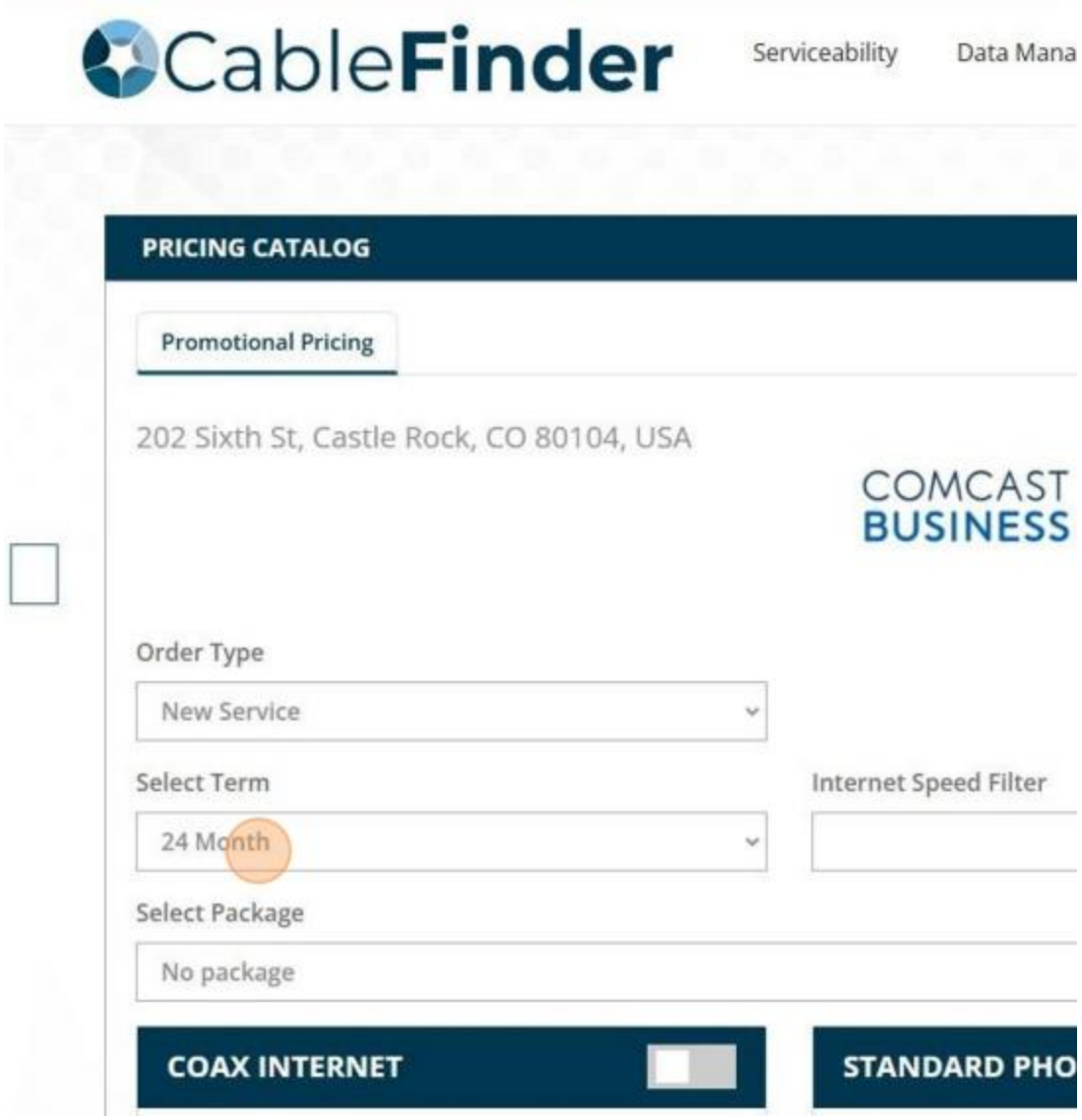

202 Sixth St, Castle Rock, CO 80104, USA
Search
Dedicated
Best Efforts
Wireless
Showing 6 results
Dedicated Service Results
Industry leading fiber, speeds and services
DEDICATED
COMCAST BUSINESS
Serviceable
Green
TIME:
30-45 Days
DIST:
84 ft
MAX SPEED:
10G
Products
Fiber
Min MRC
$182
Configure Pricing
DEDICATED
LUMEN
Serviceable
Green
TIME:
30 Days
DIST:
-
MAX SPEED:
10G
Products
DIA
Request Pricing
DEDICATED
EarthLink Business
Serviceable
Red
TIME:
Request Pricing for Alternate Options
DIST:
-
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.



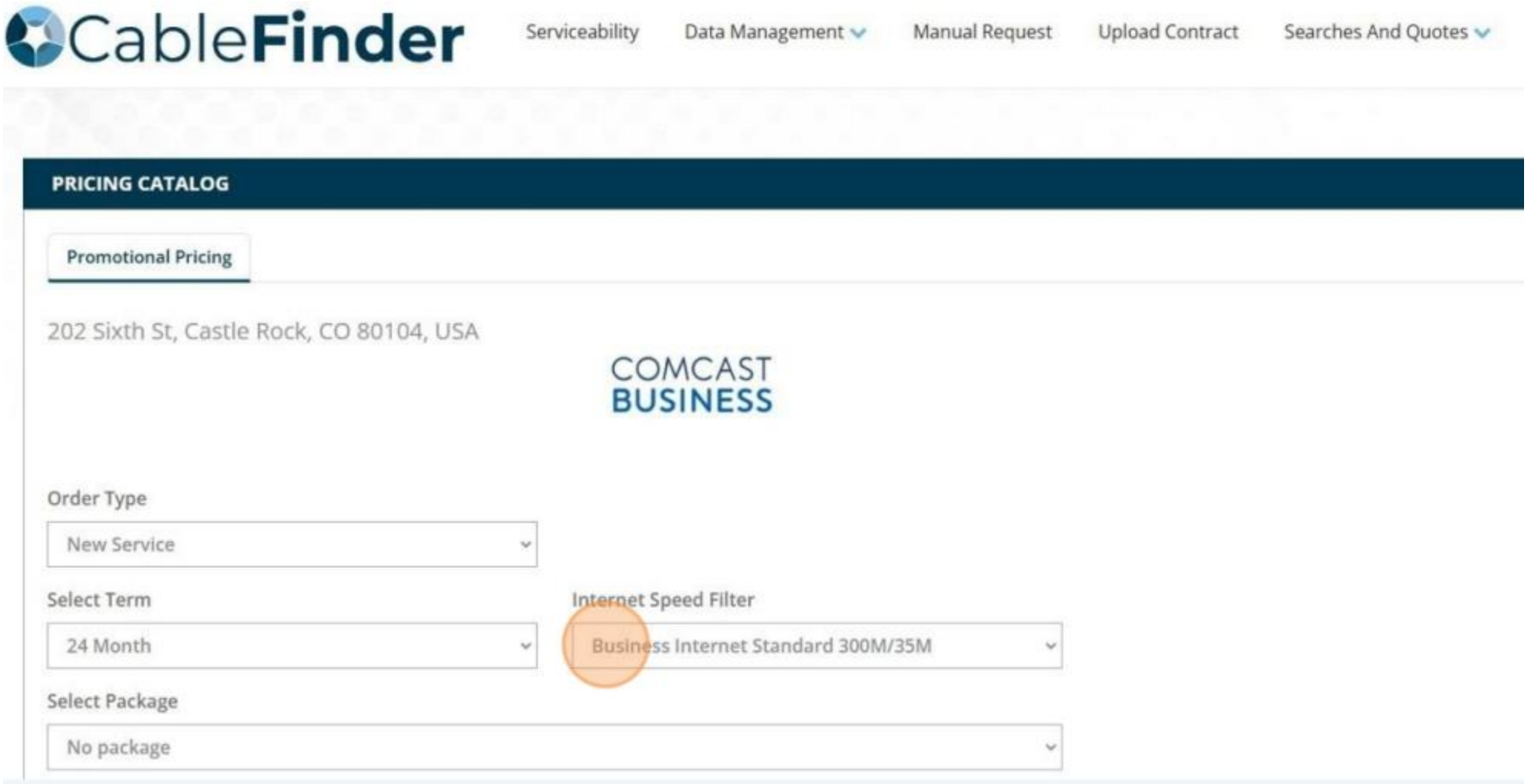
5



Build your cart by selecting the term.

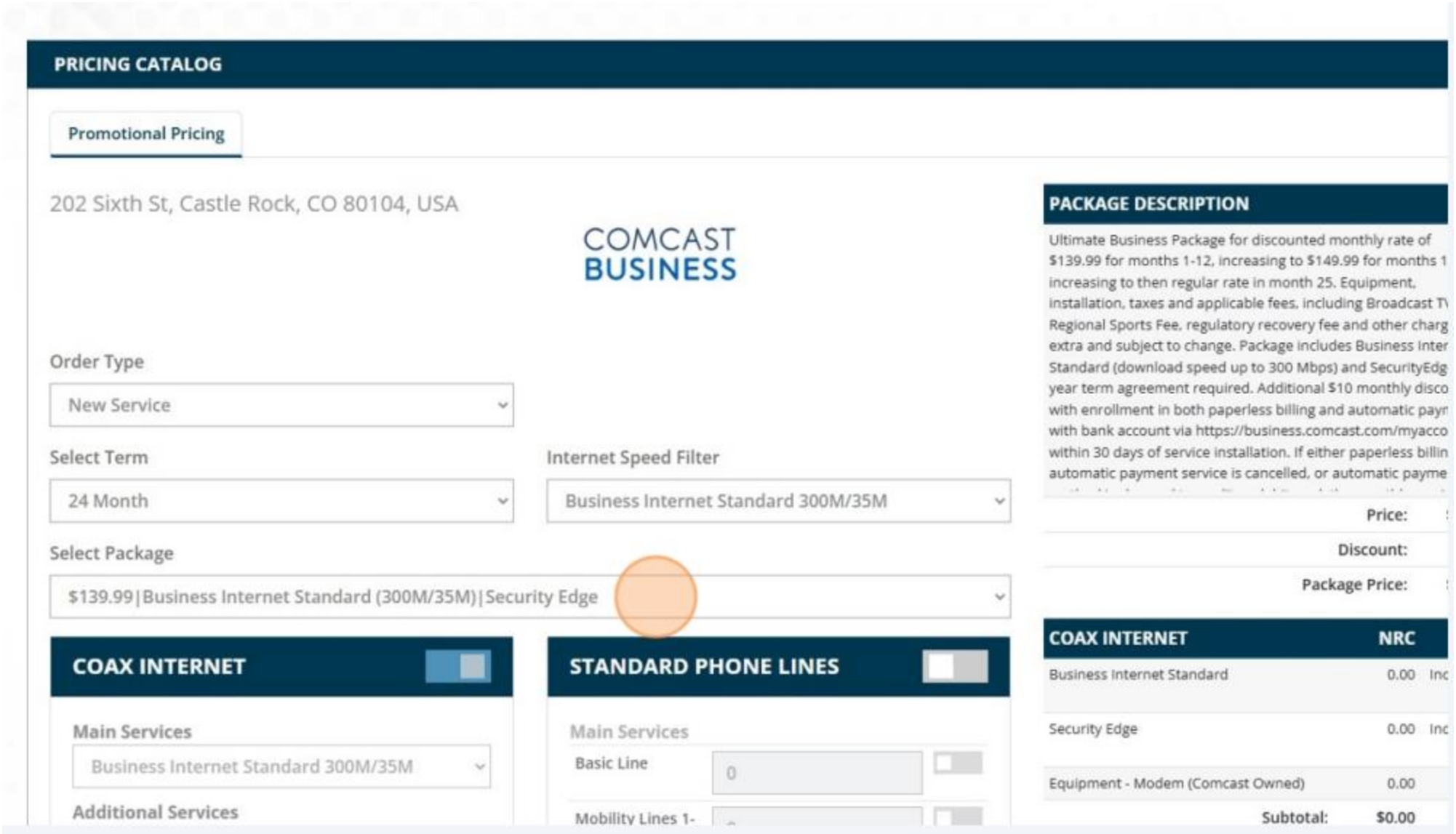
6

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

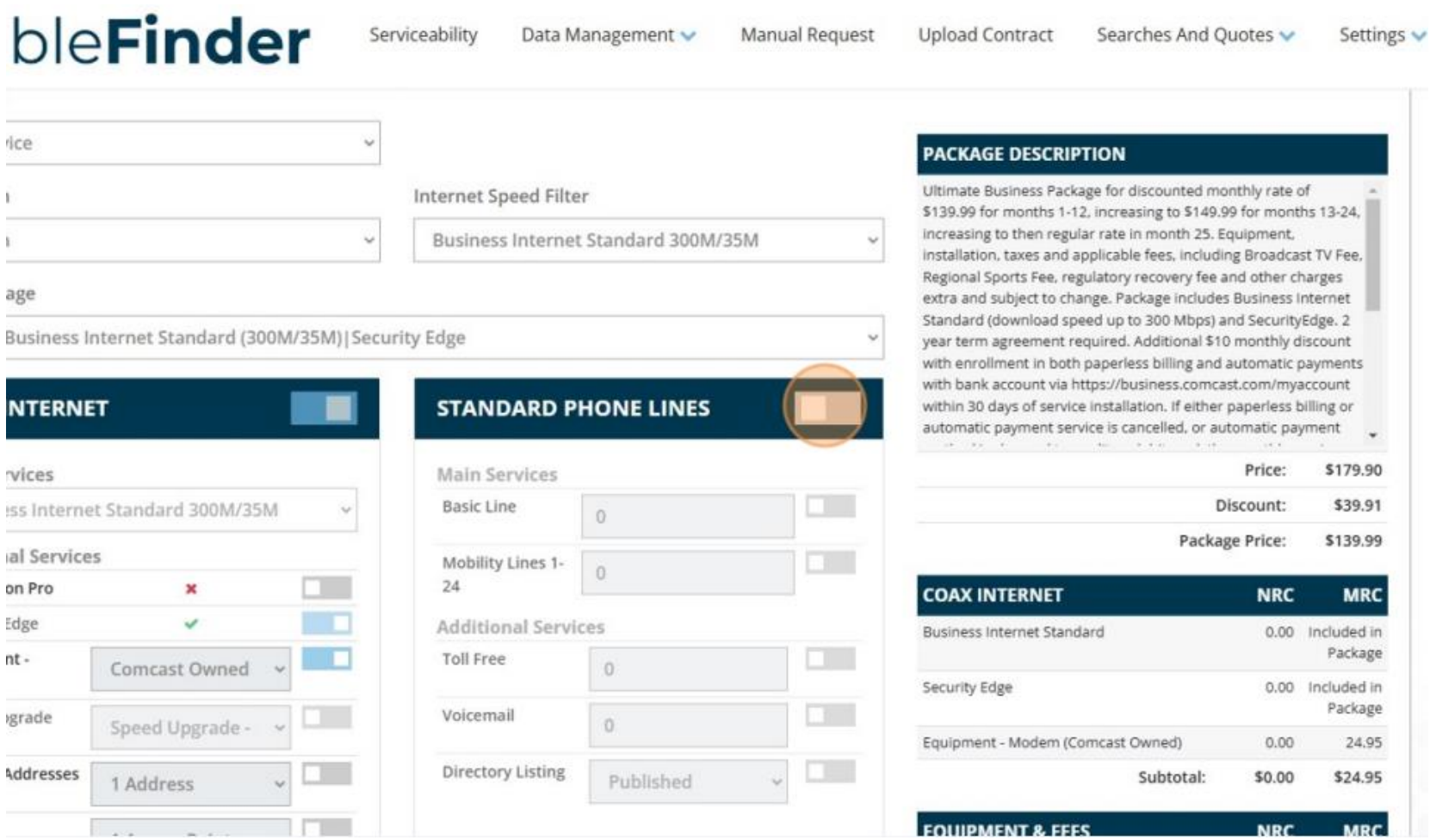


7

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



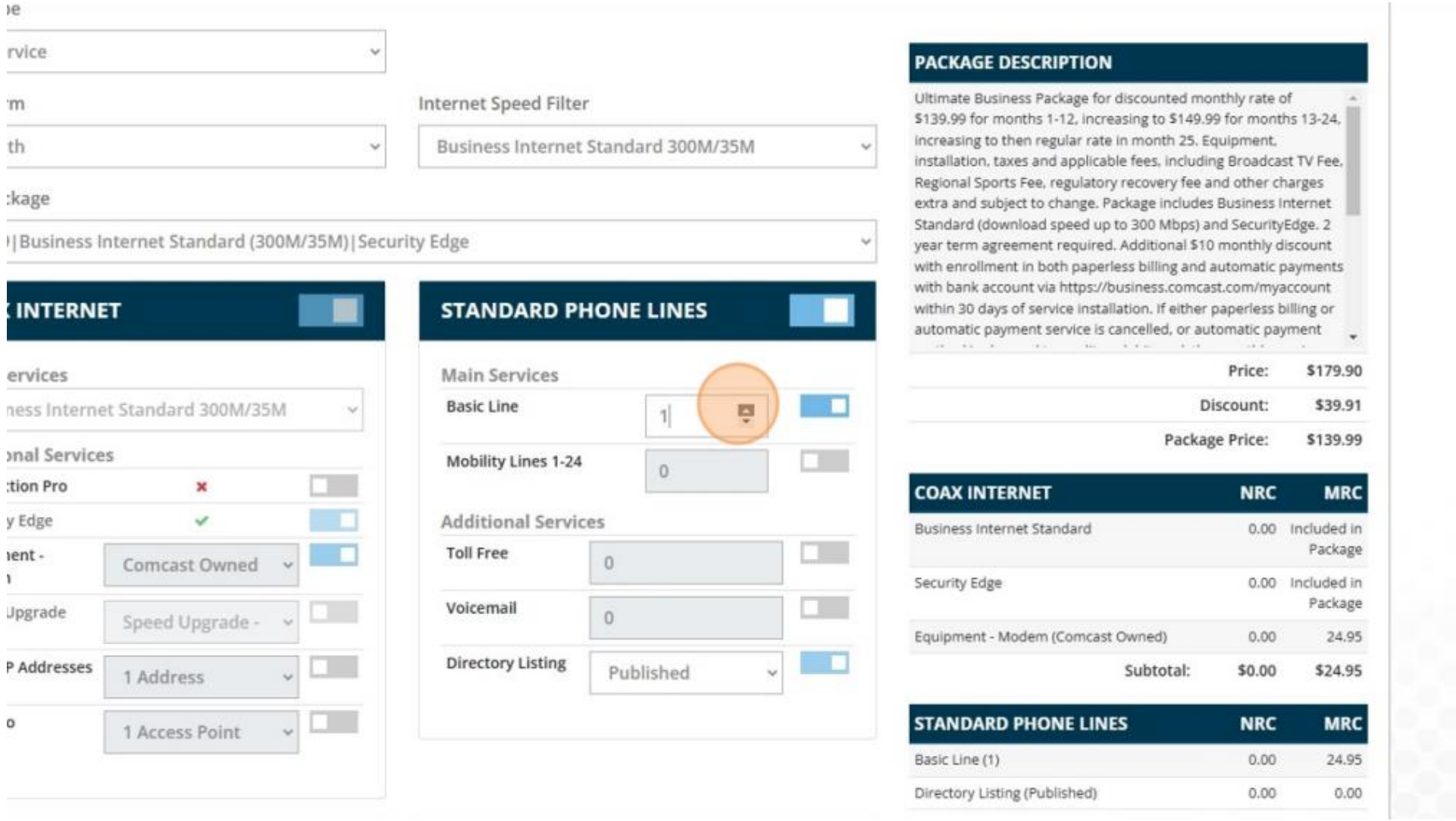
8



Click the toggle to add any additional phone lines.

9

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



10

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	$0.00	$ 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

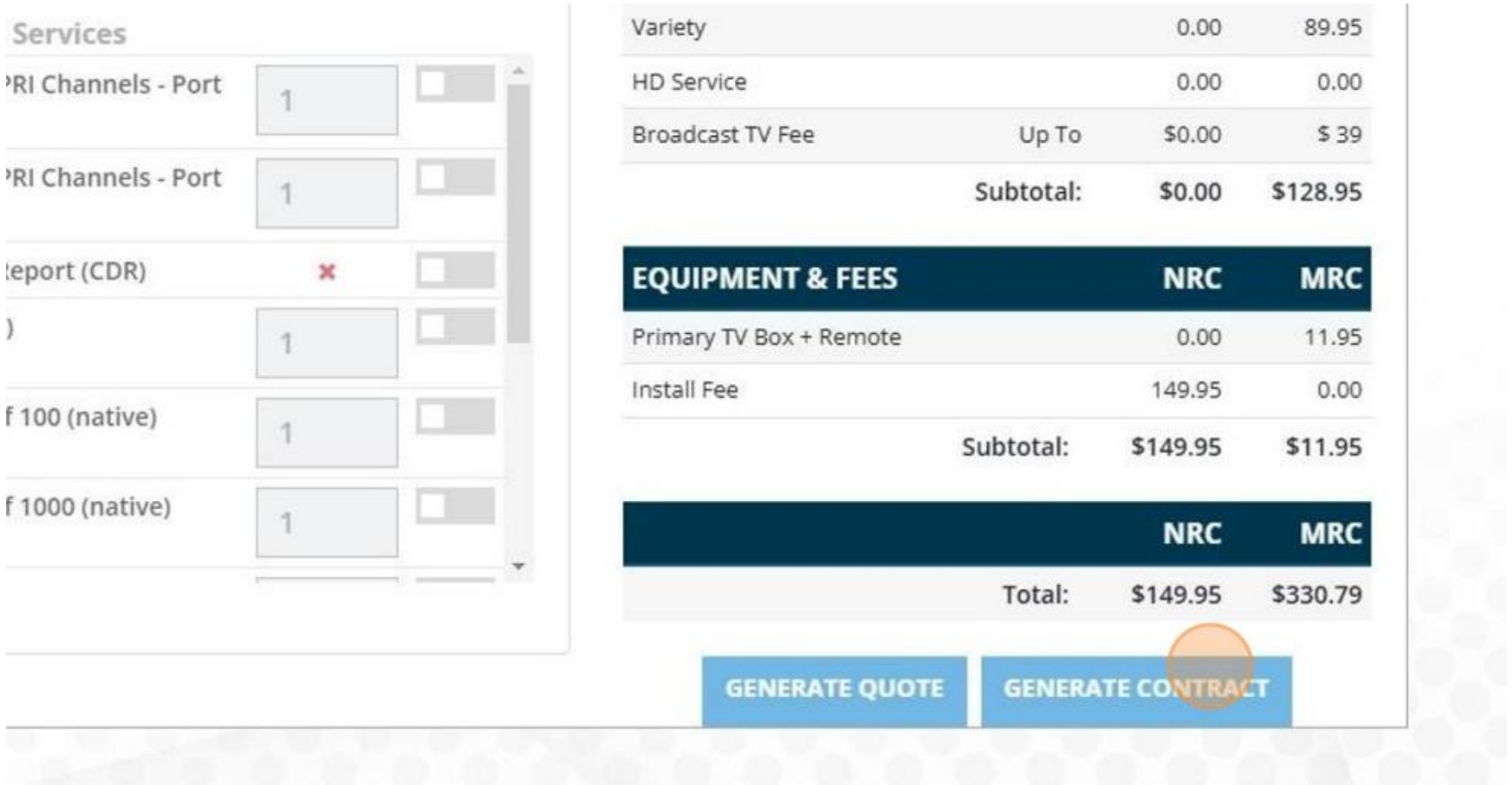
A shopping cart will appear on the right-hand side of the screen. Make any adjustments or add-on services, updating the shopping cart in real time.

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

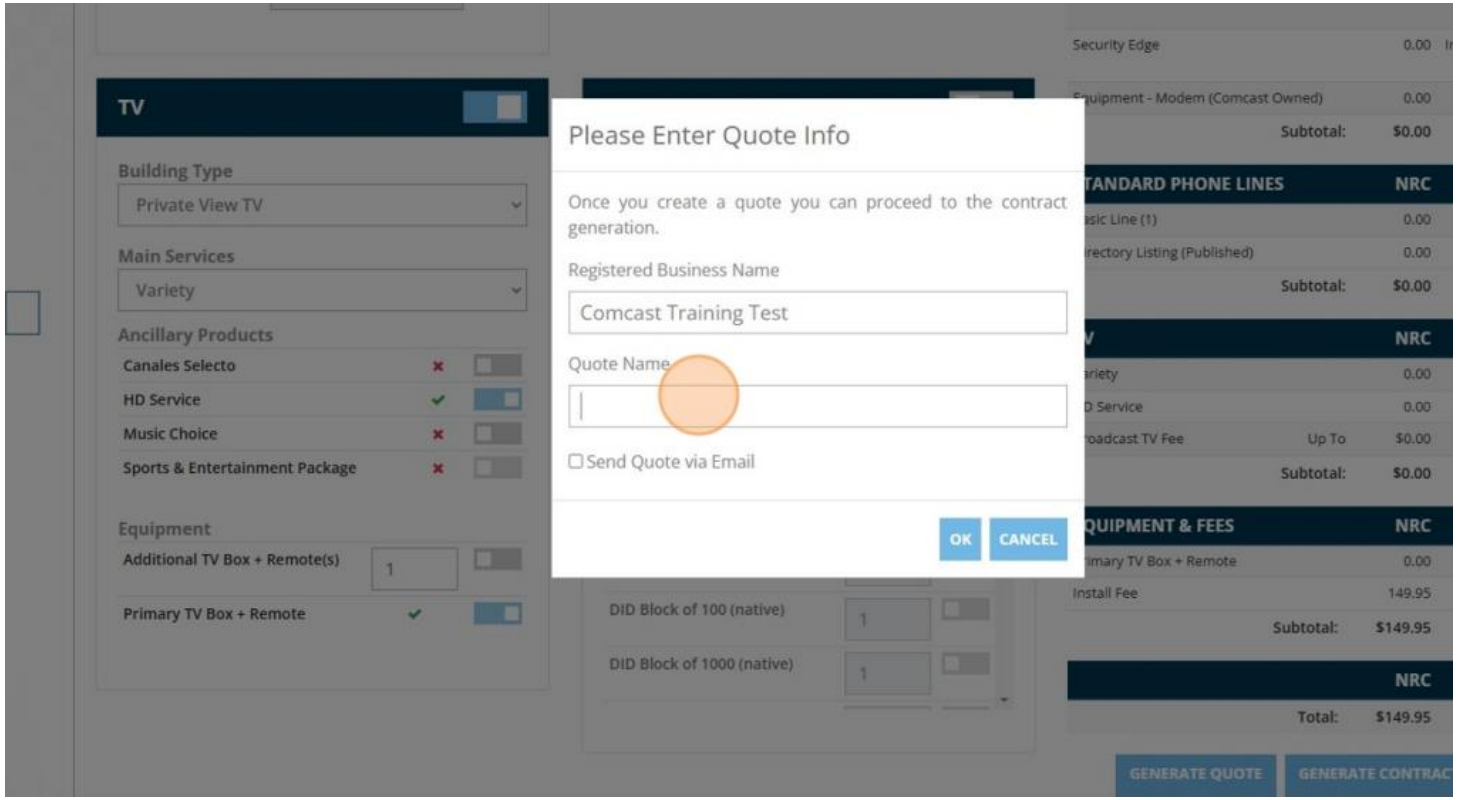
	NRC	MRC
Total:	$149.95	$330.79

12

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

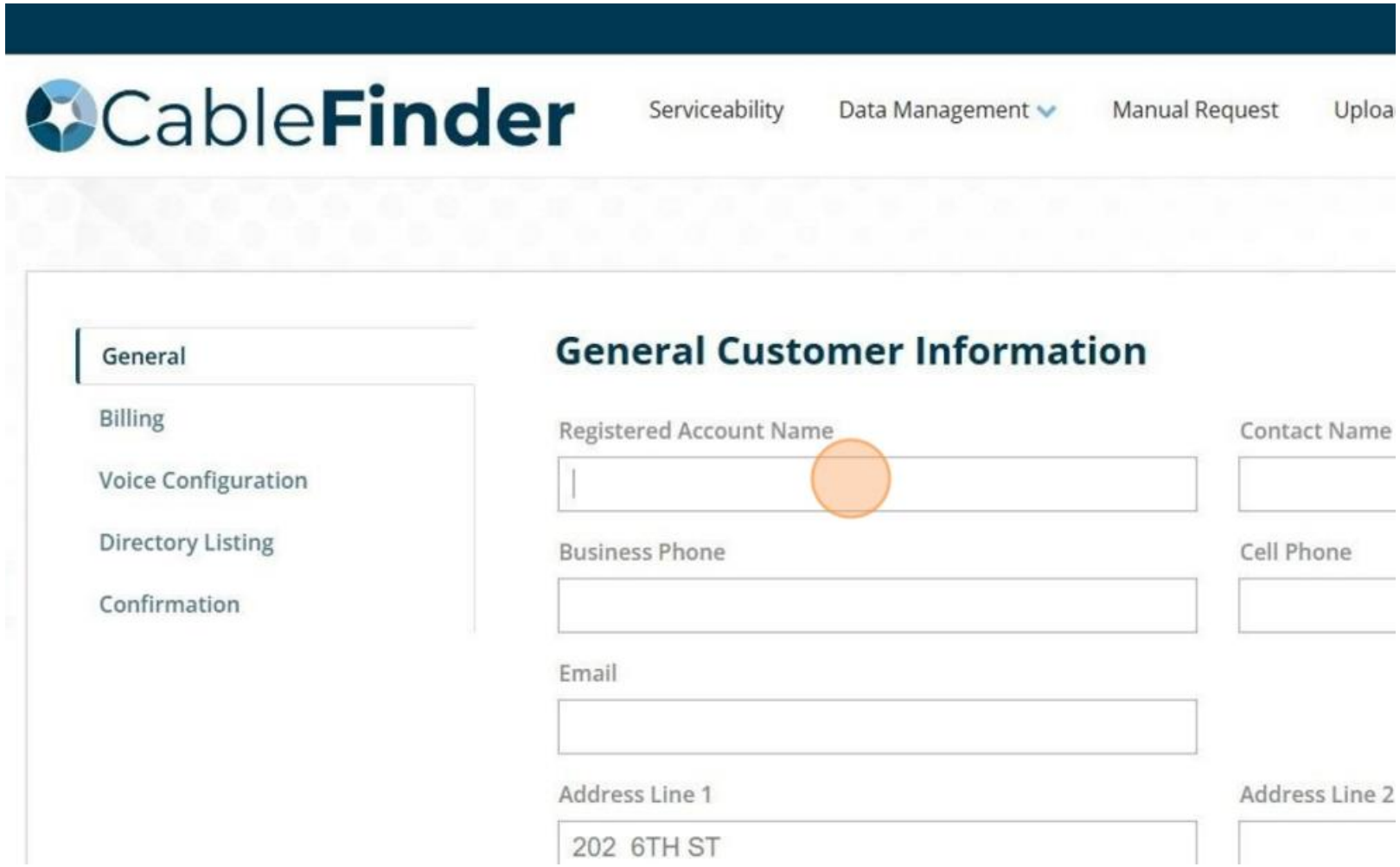


13



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”.

14



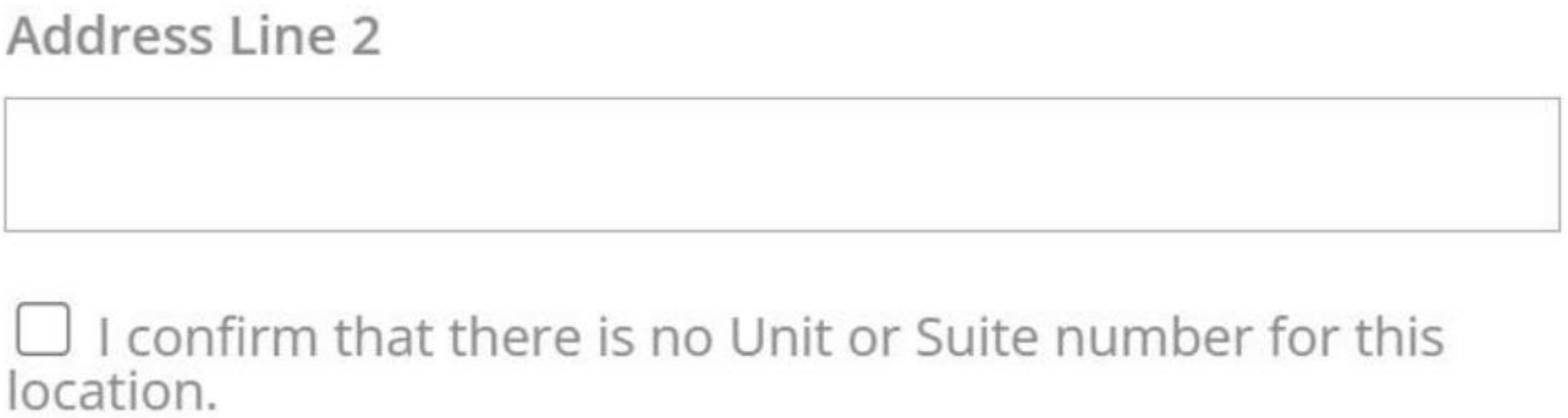
Enter the customer's information that will be reflected on the contract.

15

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

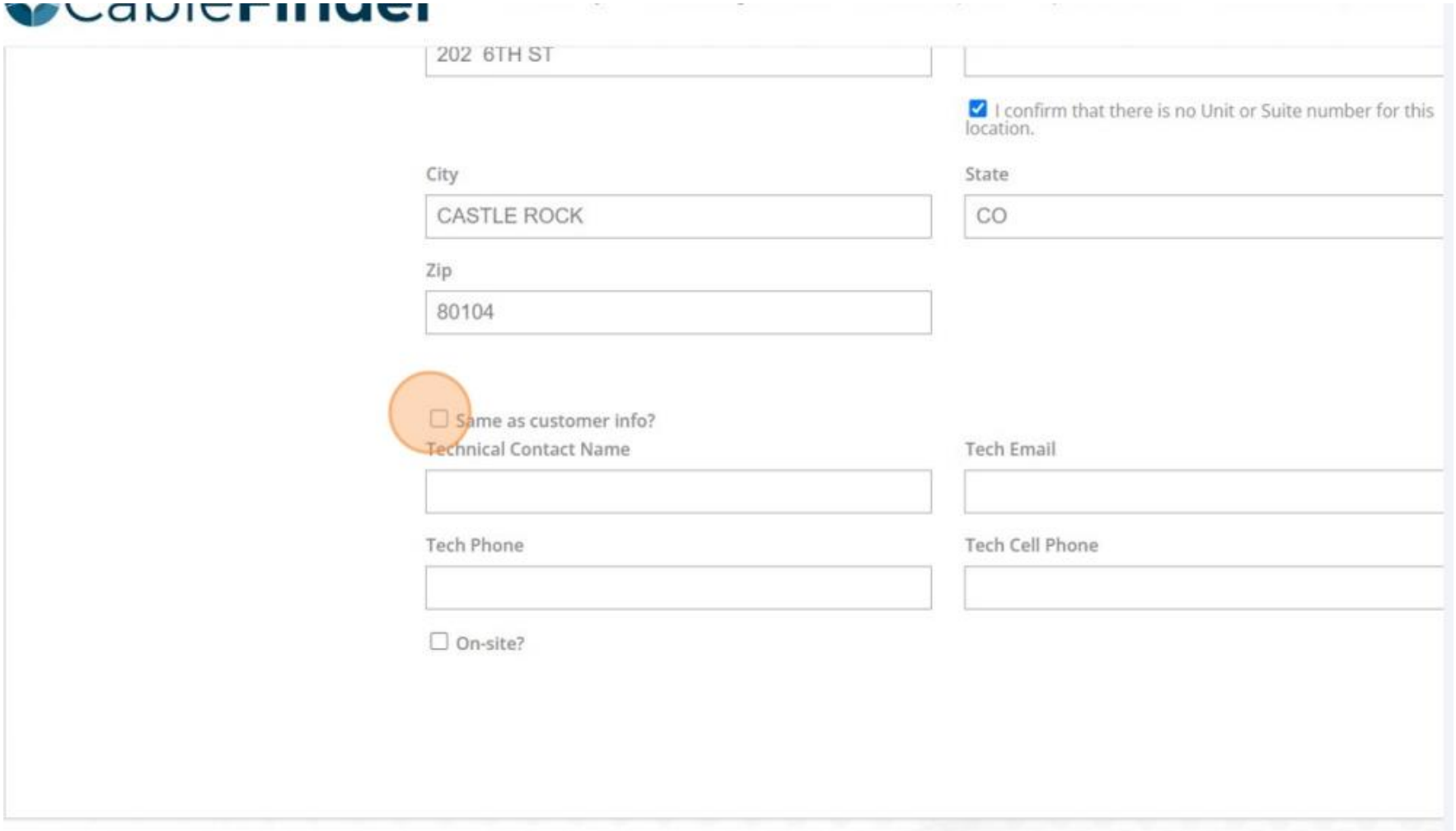
16

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

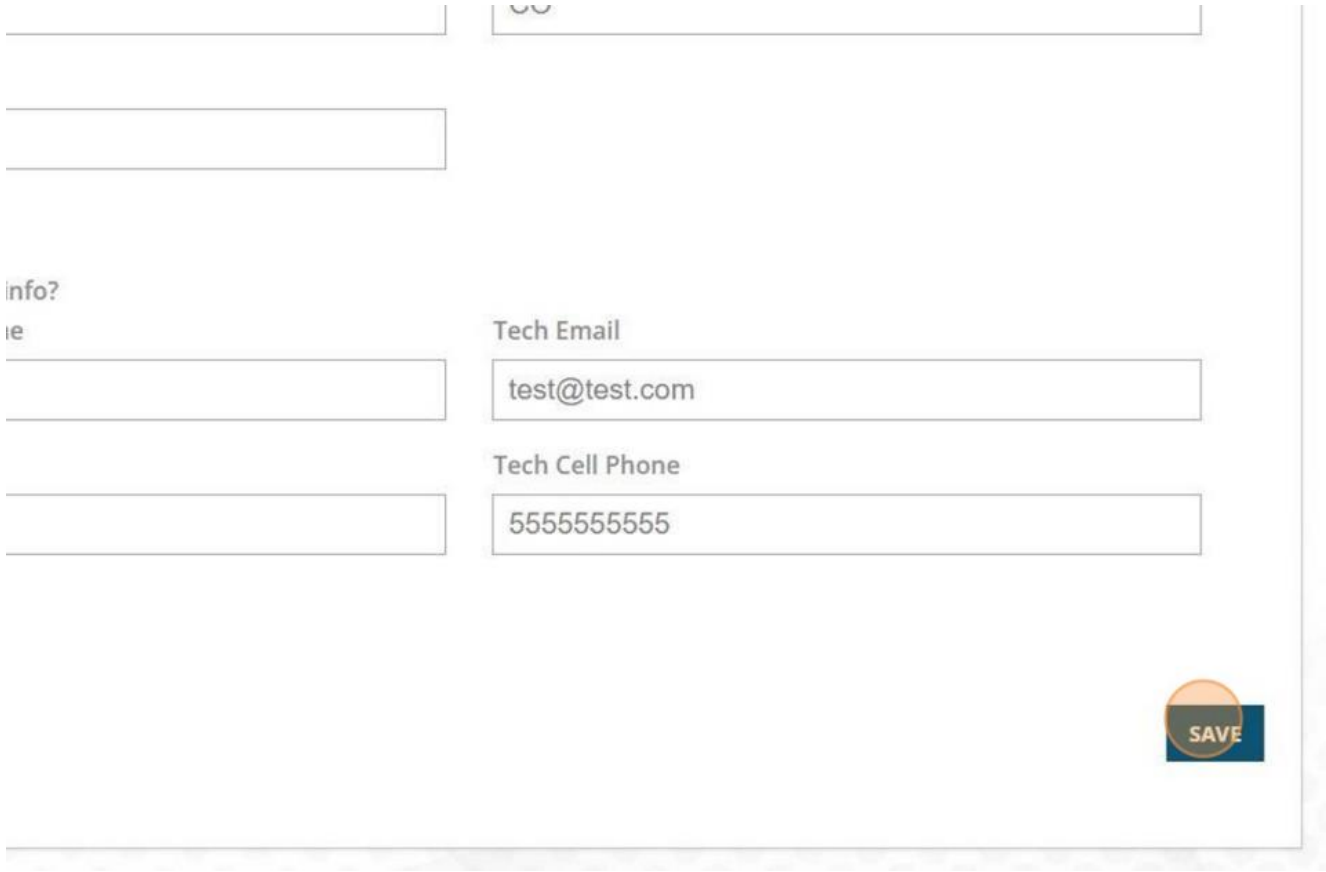


17

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.



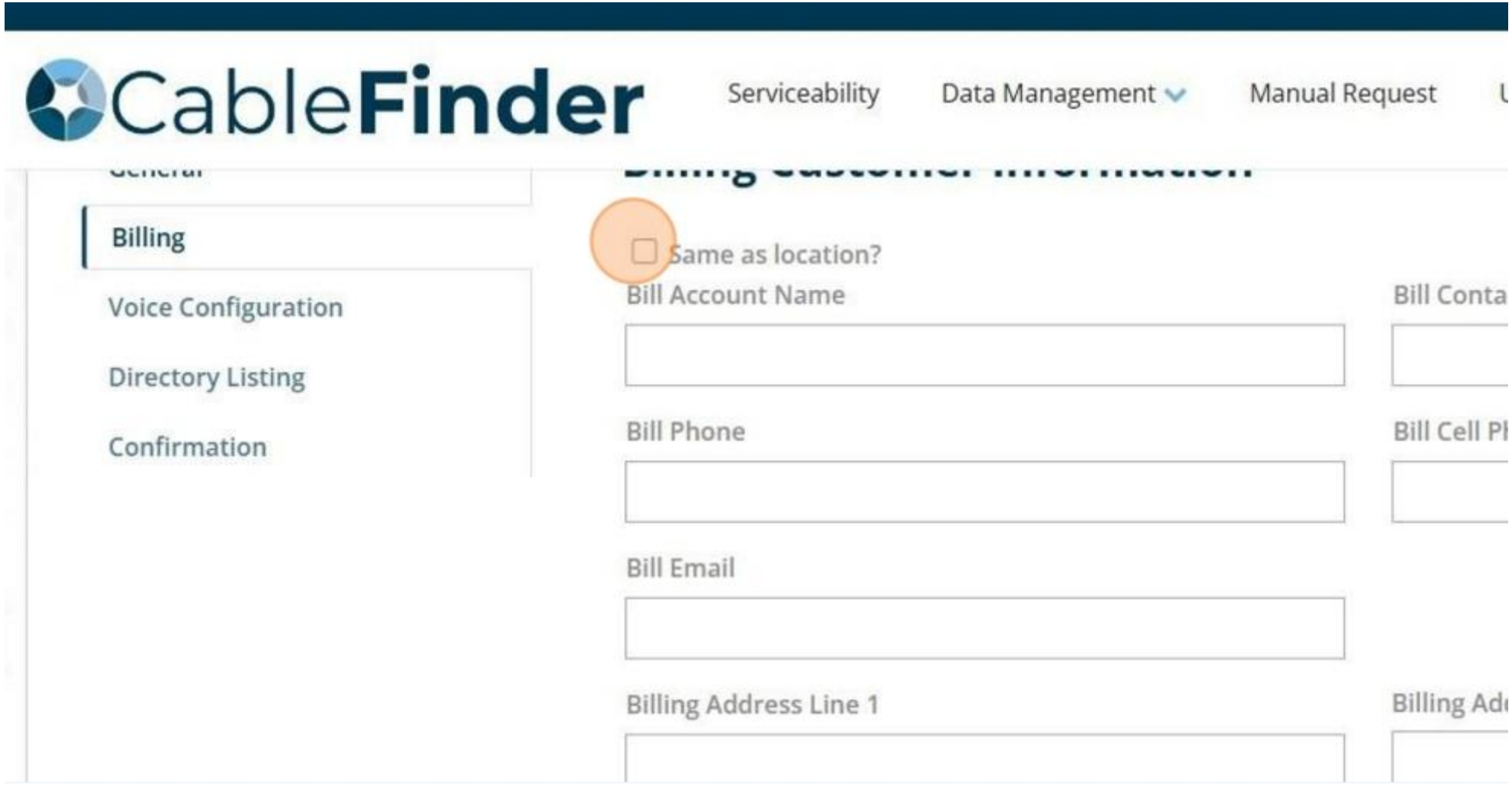
18

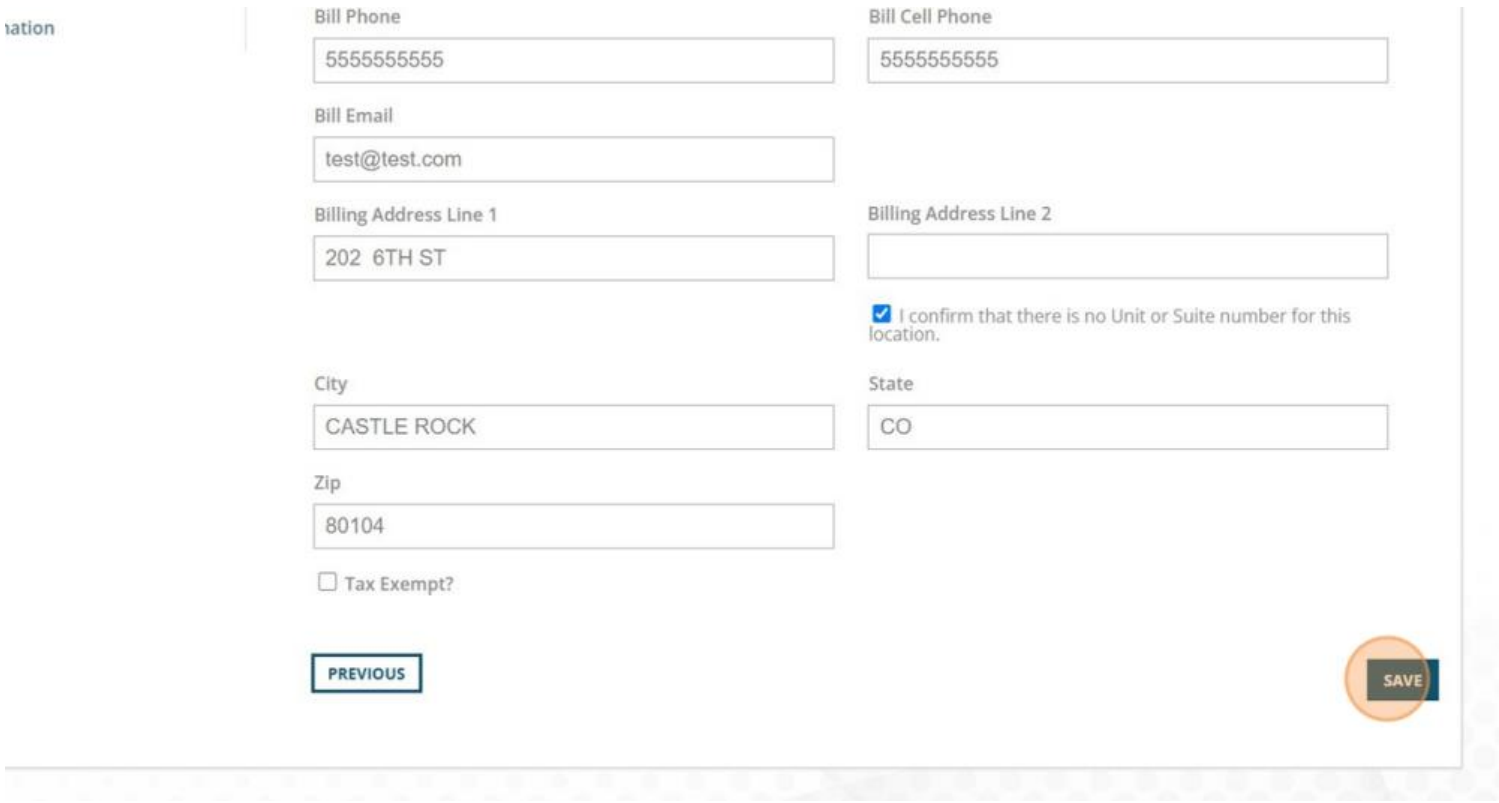


Click “Save” in the bottom right corner to proceed to the billing page.

19

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.

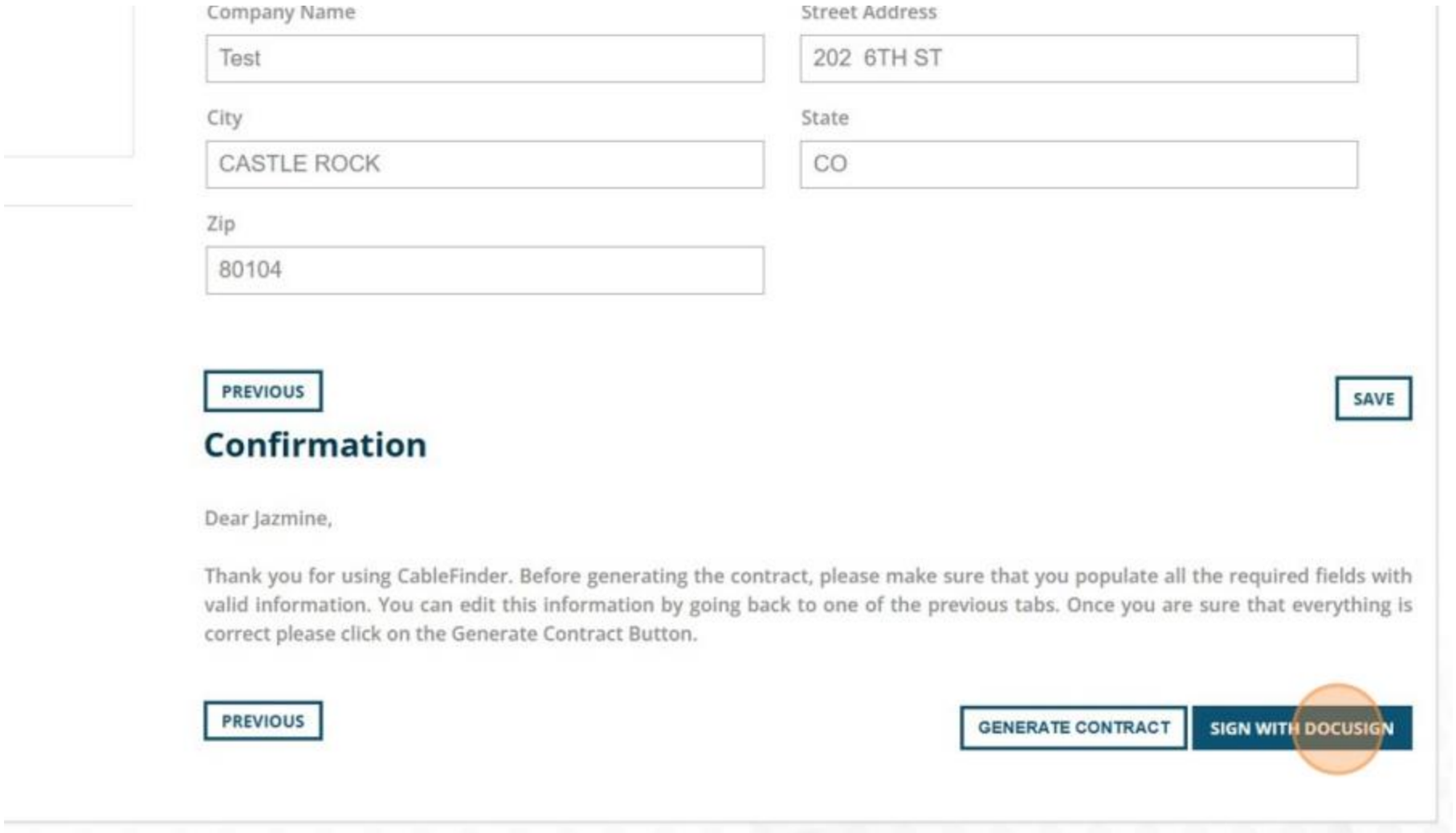




Click “Save” in the bottom right corner,

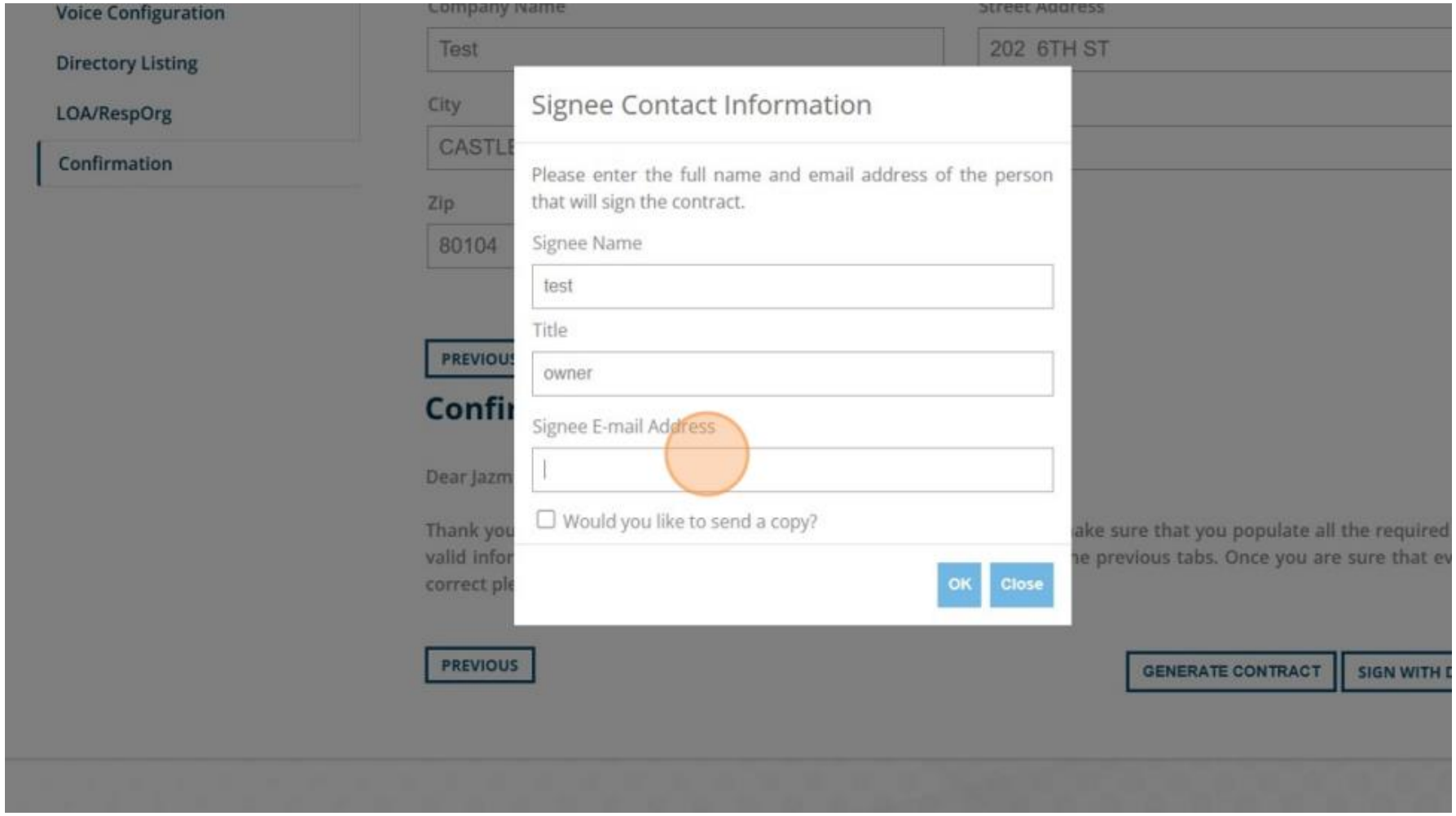
21

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

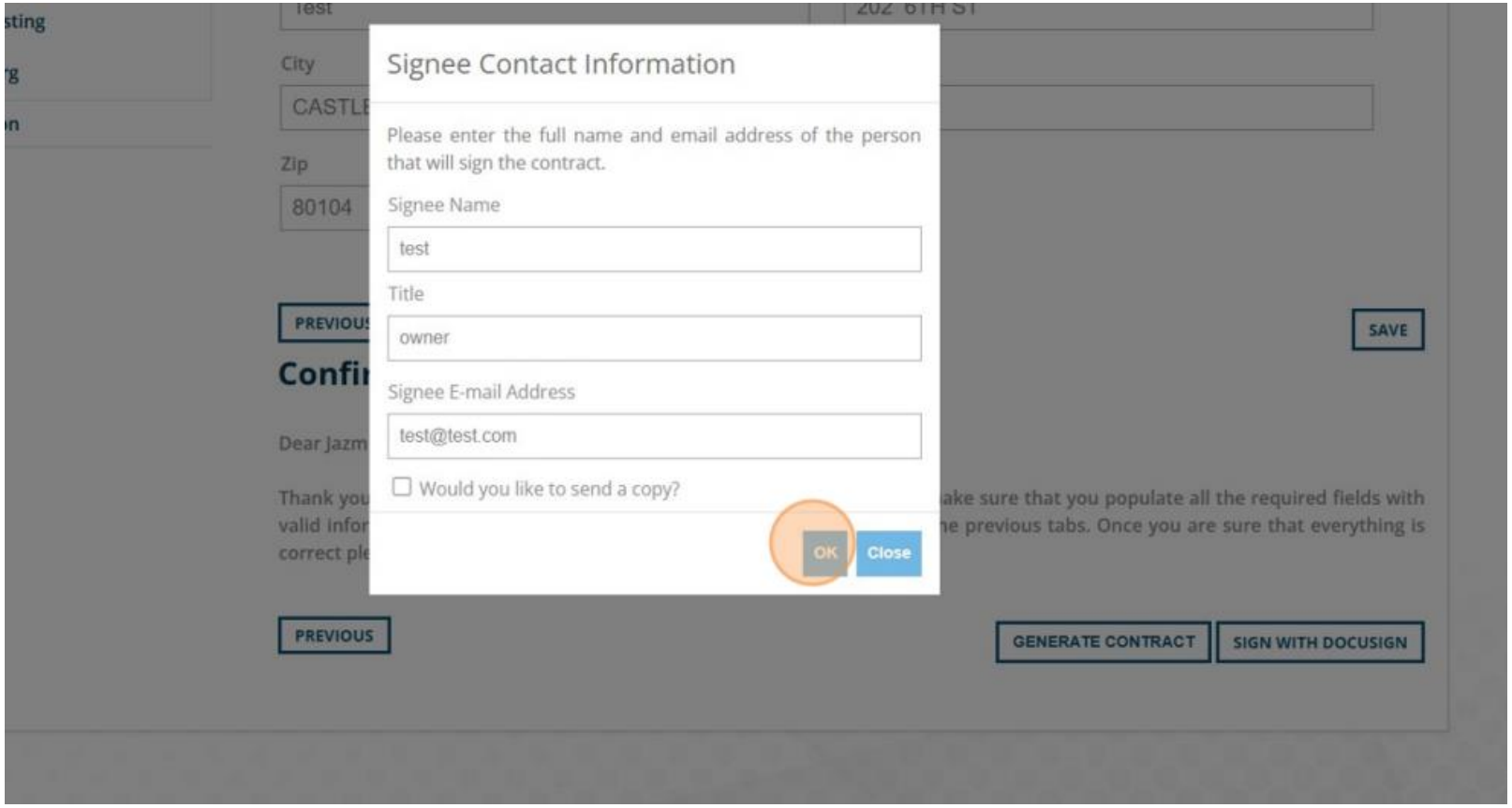


22

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.



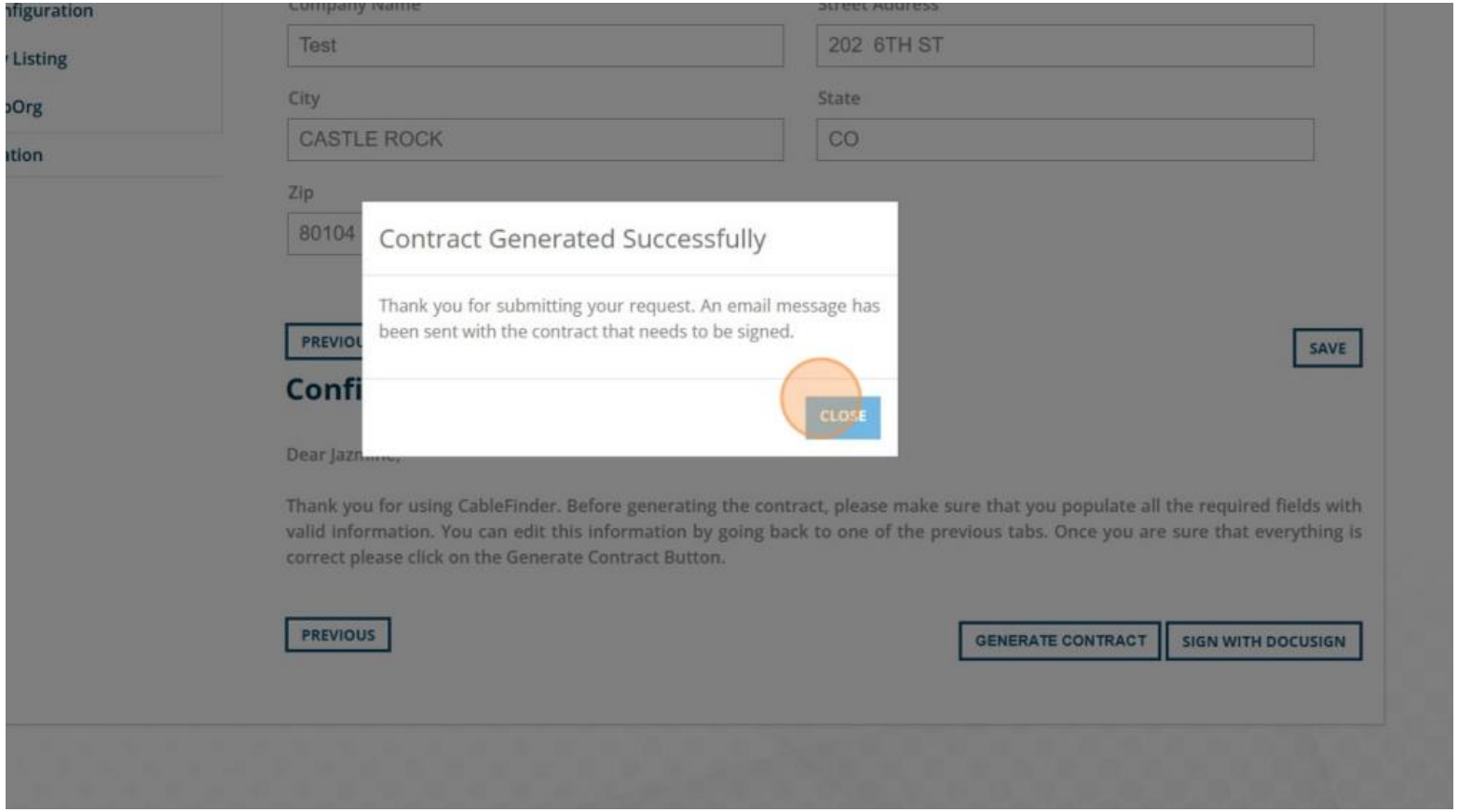
23



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

24

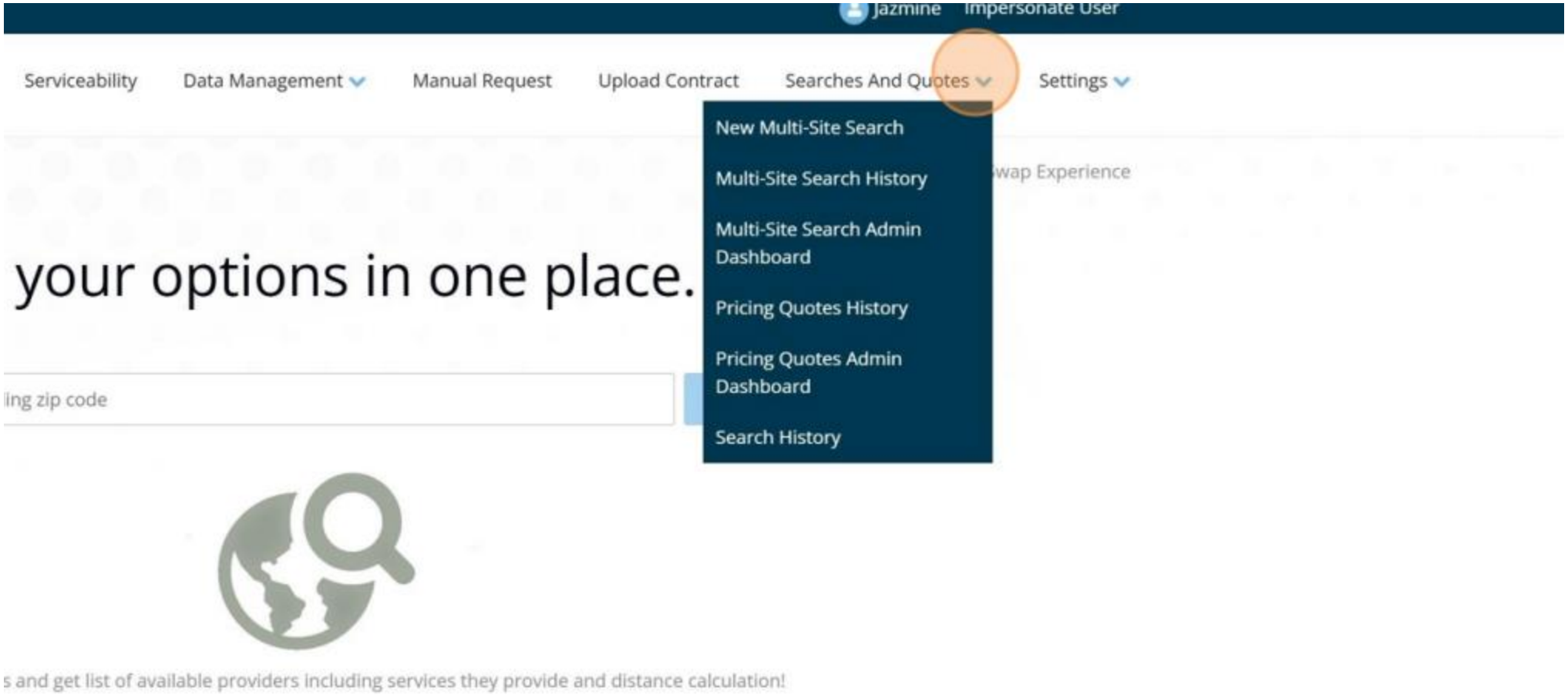
A pop-up notification will appear on your screen confirming the Comcast contract has been sent to the signer.

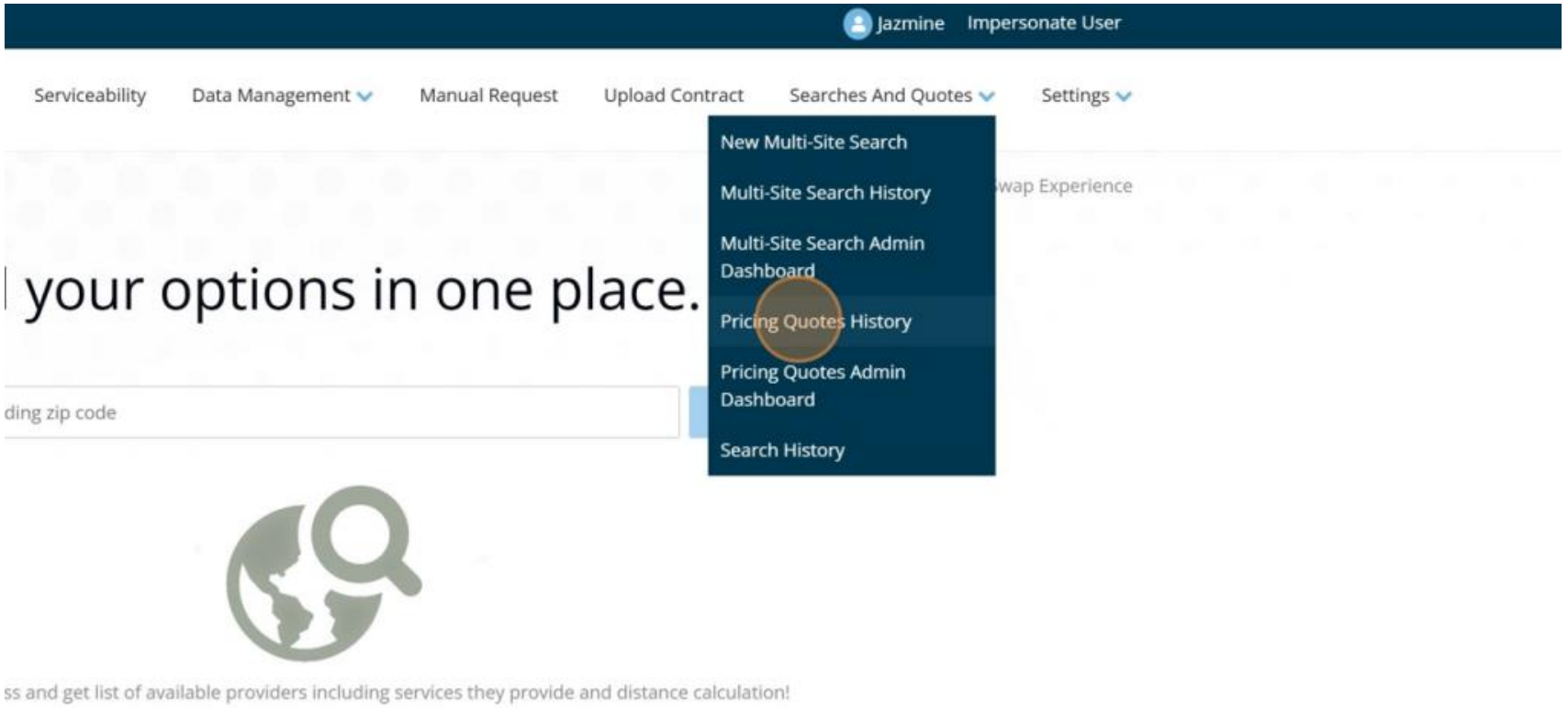


Uploading Comcast Coax Contract into CableFinder

- 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.

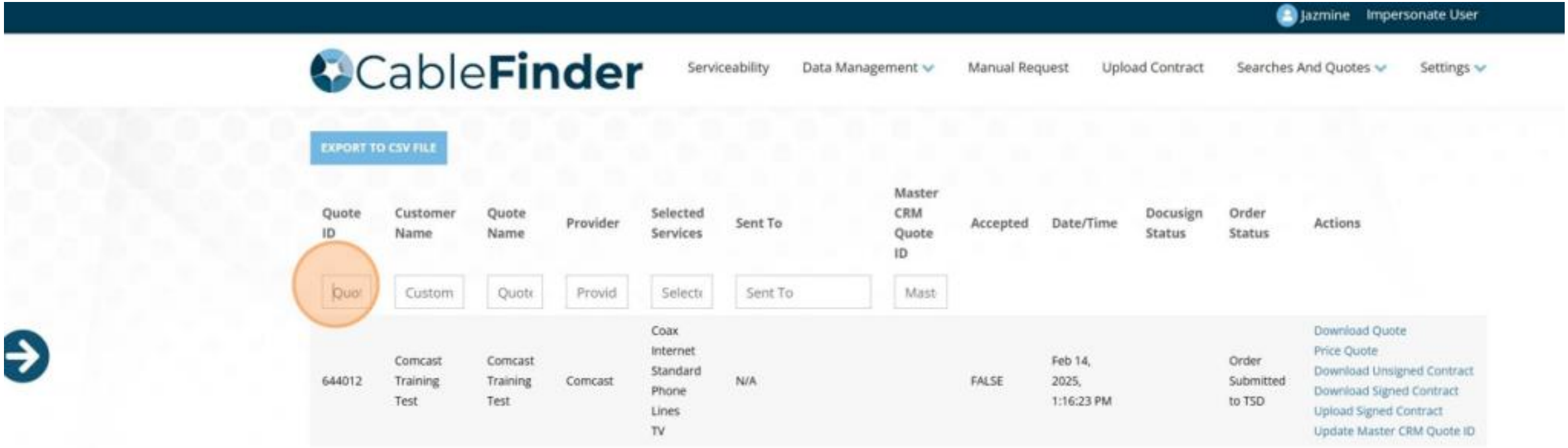




Click “Pricing Quotes History” from drop down options.

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

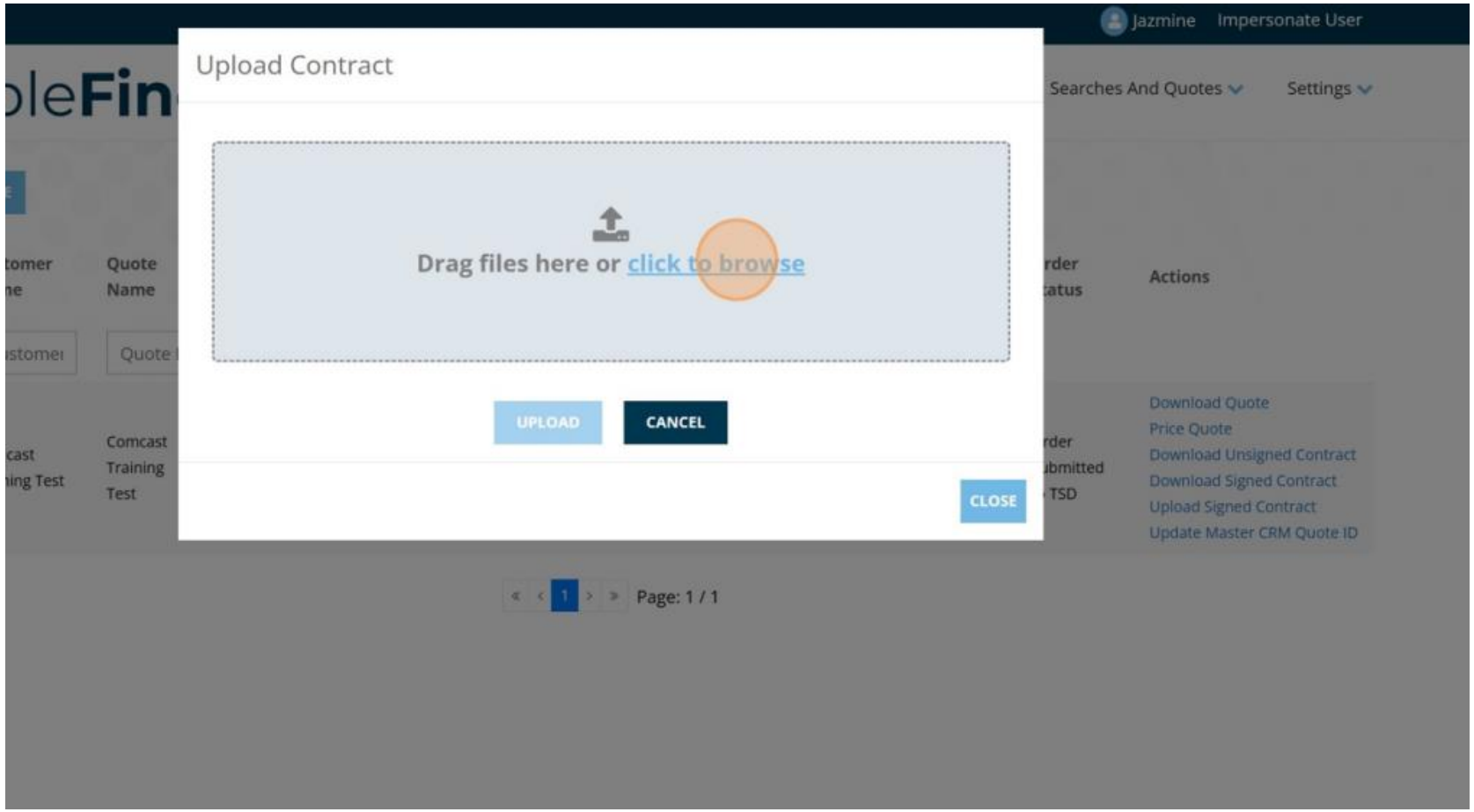
Note: This can be found as a watermark at the bottom of any page in your contract.



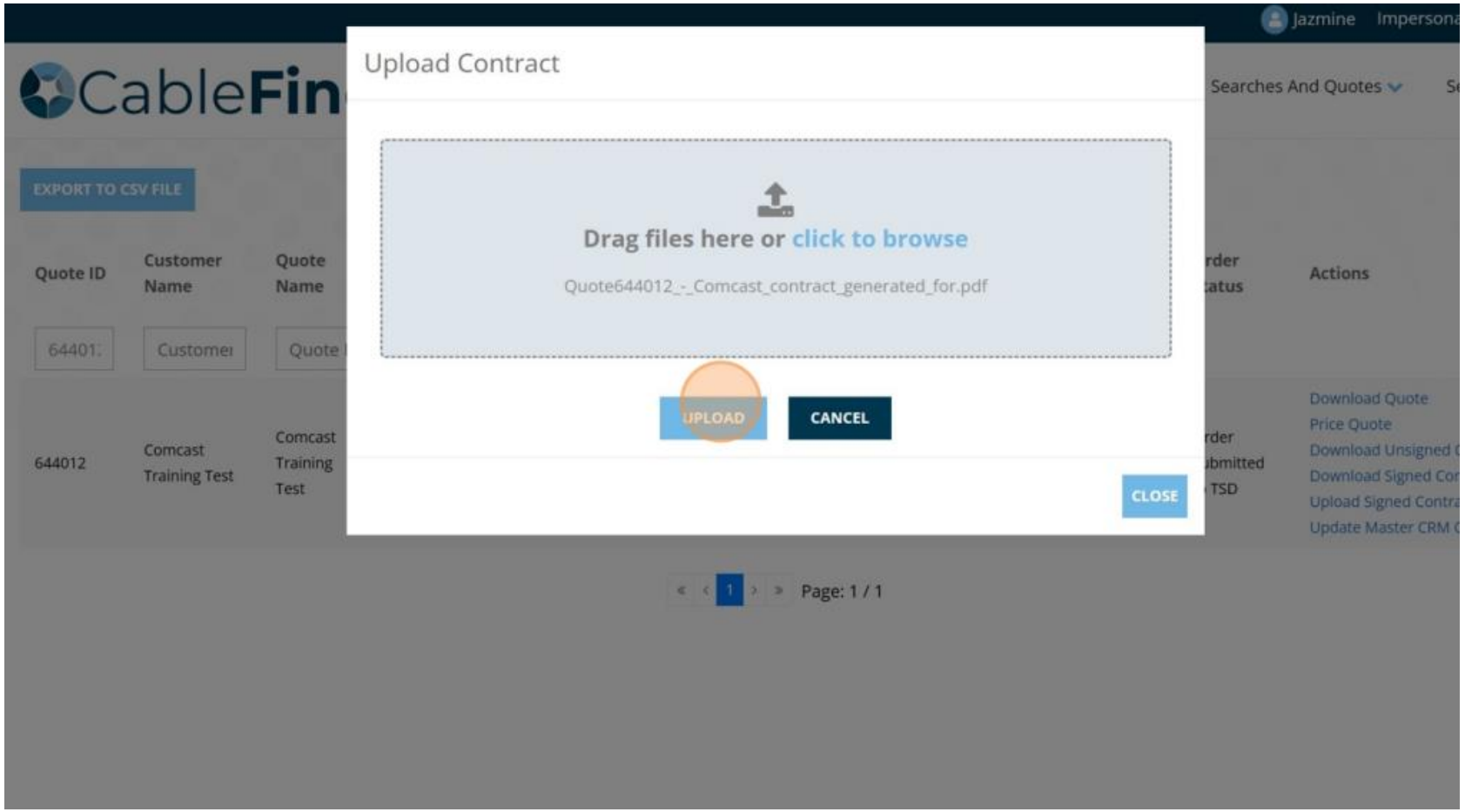
Once you have located your quote, under actions, click “Upload Signed Contract”

30

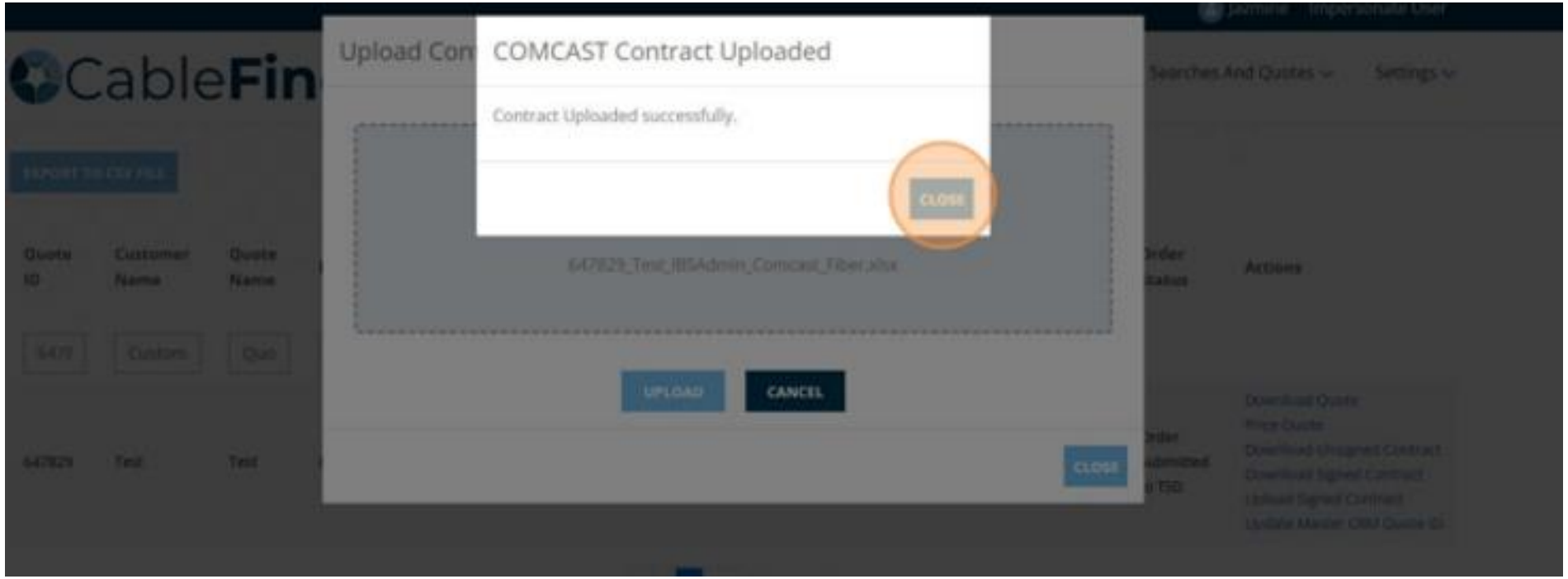
Here you can either drag and drop your PDF file, or “click to browse” to choose from your computer files.



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

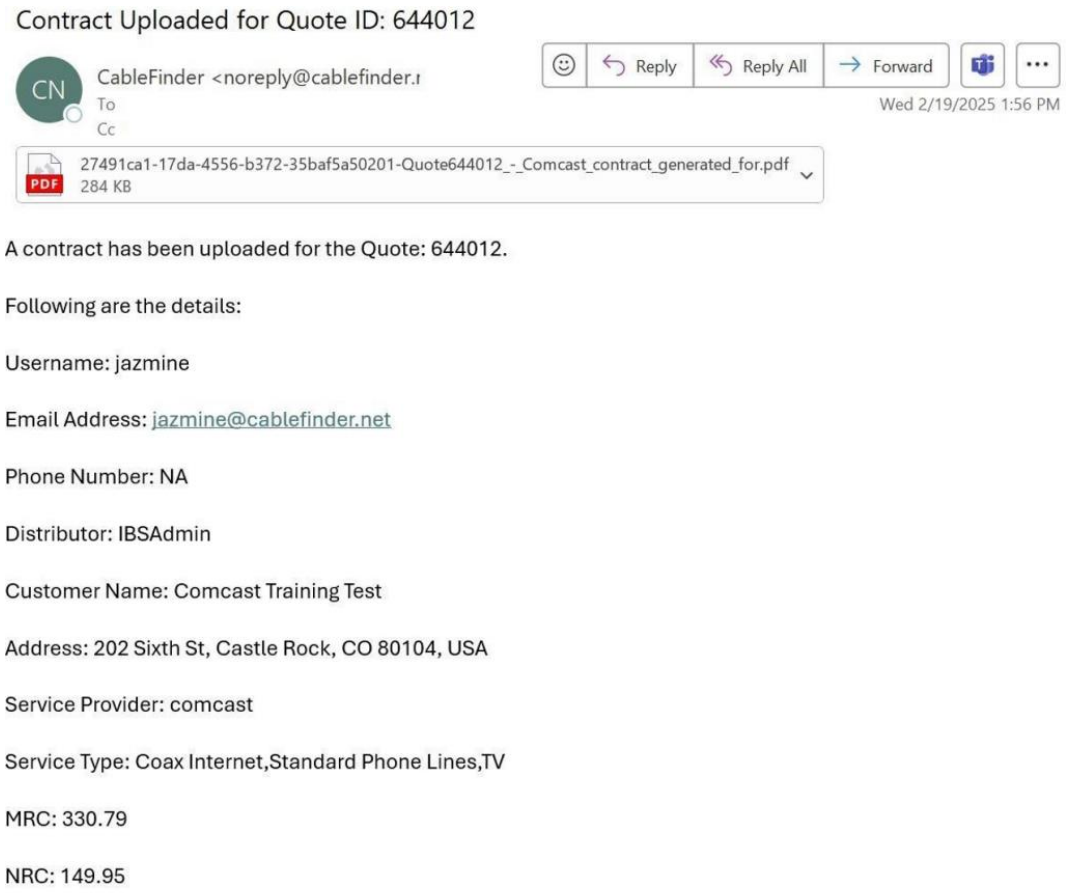


Once the contract is uploaded, this confirmation will pop up on your screen indicating the contract has uploaded successfully. This means the order has now successfully been placed in C3. (C3 = Comcast Ordering System)



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

CN CableFinder <noreply@cablefinder.r
To
Cc

Reply | Reply All | Forward

Wed 2/19/2025 1:56 PM

27491ca1-17da-4556-b372-35baf5a50201-Quote644012_-_Comcast_contract_generated_for.pdf
284 KB

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