
Brightspeed

How to run a Brightspeed Order

Brightspeed

Training Overview

Running an order through BASS

Running a phone-in order or upgrade

Who to call?

Orders Thru BASS

New Orders

brightspeed **BASS**
Brightspeed Agent Sales System

Home Dashboard **Order** COOT Phone-In Order Report FYI Profile

Submit Pre-qual/Order
BASS Track Order
All Orders

Message Board

D2D ORDER SUPPORT & UP			
CALL CENTER NUMBER AND HOURS	High	01/02/23	
BASS SUPPORT	High	10/03/22	

Marketing Information
RIGHTSPEED FIBER EQUIPMENT

To Do

► **Fallout Orders (0)**

- [Phone In Order Mismatched- BASS Order ID not found \(0\)](#)
- [Phone In Order Mismatched- BASS Order ID / Sales Code mismatch \(0\)](#)
- [Telephone Order Posted - Sales Code Not in BASS \(0\)](#)

- Press “Order” tab
- Press “Submit pre-qual/Order”

Orders Thru BASS

New Orders

The screenshot shows the BASS web application interface. At the top, there is a navigation bar with the following items: Home, Dashboard, Order, COOT, Phone-in Order, Report, FYI, and Profile. Below the navigation bar, the breadcrumb trail reads "BASS > Order > Submit Pre-qual/Order". A secondary navigation bar contains buttons for "Pre-Qual", "Order", "COOT", and "Start New".

The main form area is titled "Required Fields for Pre-Qual" and contains the following fields:

- Sales Person ID: PAR1N
- Sales Person Name: JARED DYER
- Sales Code: 20000848
- Customer Type*: Consumer
- Zip Code*: 47951-____
- Type Of Sale*: Please Select
 CUSTOMER PREMISE

On the right side of the form, there is a sidebar with the following text:

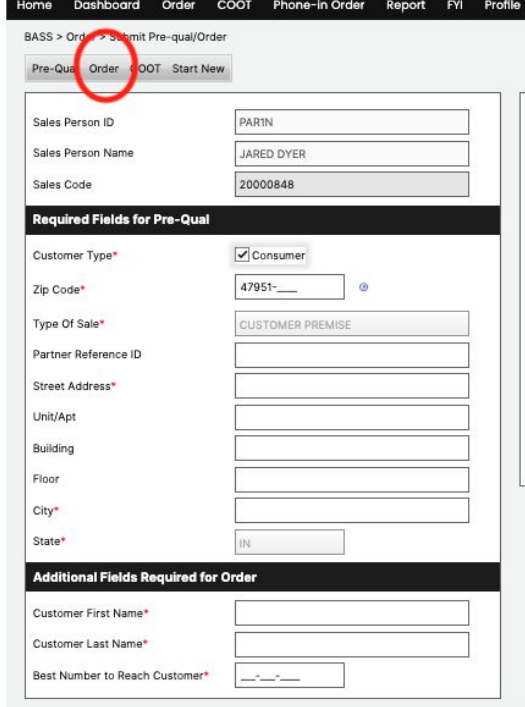
Pre-Qua
Allows you
Brightspee
number and
service from
required fie

Order
Click on "O
provide all
information
To assess p
begin an or

- Enter in Zip code
- Type of sale
 - Customer Premise

Orders Thru BASS

New Orders



The screenshot shows the BASS web application interface for submitting a pre-qualification or order. The breadcrumb trail is "BASS > Order > Submit Pre-qual/Order". The "Order" button is highlighted with a red circle. The form contains the following fields:

- Sales Person ID: PARIN
- Sales Person Name: JARED DYER
- Sales Code: 20000848
- Required Fields for Pre-Qual**
 - Customer Type*: Consumer
 - Zip Code*: 47951-____
 - Type Of Sale*: CUSTOMER PREMISE
 - Partner Reference ID: _____
 - Street Address*: _____
 - Unit/Apt: _____
 - Building: _____
 - Floor: _____
 - City*: _____
 - State*: IN
- Additional Fields Required for Order**
 - Customer First Name*: _____
 - Customer Last Name*: _____
 - Best Number to Reach Customer*: ____-____-____

Fill out required info, then press the gray "Order" button.

(Don't use any symbols in any of the fields.)

Orders Thru BASS

New Orders

The screenshot displays the 'Step 2 Configure Services' section of the BASS ordering process. It features three service options, each with a 'Select' button and an 'Additional Detail' link. The top plan is 'Fiber Internet 1 Gig' for \$79.00/mo. The middle plan is 'Fiber Internet 500 Mbps' for \$69.00/mo. The bottom plan is 'Fiber Internet 200 Mbps' for \$59.00/mo. Each plan includes details on download/upload speeds, tech installation requirements, and a note about the need for a serial line drop. A 'Sort by:HSI Download Speed (High-Low)' dropdown is visible at the top right. The background shows other steps: 'Step 1 Choose Service', 'Step 3 Customer Information', 'Step 4 Review and Verification', and 'Step 5 Schedule Installation'. Customer information like name and address is visible in the top right corner.

This screenshot shows a validation step in the BASS ordering process. A message reads: 'We will need your date of birth. Applicant must be 10 years or older.' Below this, there is a text input field for the date of birth, with a placeholder 'MM/DD/YYYY'. A 'Back' button is located at the bottom left of the input area. A small note at the top of this section says 'Do not use browser back button while in order flow.'

Select the plan the customer wants to order by pressing the yellow “select” tab button, then enter in their date of birth.

Orders Thru BASS

New Orders

1 High-Speed Internet
1G download speed
1G upload speed

Change Product

Please select Installation Type.

Tech Installation, \$0.00

NOTE: technical installation is the only option for this service

Would you like to add VOIP services?

No, thanks Yes, I would like to add it

Digital Voice - Standard, \$20.00/mo
Voice solutions work seamlessly with your Brightspeed Internet. Standard features include unlimited calls to 20 countries.

Back Continue

- Check mark the free tech installation
- Select if they'd like VOIP services (Home Phone). Note, if they want to keep the same phone number with their current provider, you'll need the account number
- Press continue

Orders Thru BASS

New Orders

Step 1 Choose Service Step 2 Configure Services Step 3 Customer Information Step 4 Review and Verification

Let's gather some information about you

Please confirm or update the information below

First Name* Phillip Last Name* Martin

Contact Number* 445-630-0000 Contact Email* text@nest.com

Is your contact number able to receive text / sms messages? Yes No

Would you like to enroll in paperless billing?

Yes

NOTE: The offer selected requires paperless billing. If you do not want paperless billing, please select a different offer.

How would you like to receive your billing, order and repair notifications?

Text / SMS (requires customer's permission before selecting)

Email

I don't want to receive notifications

Technician may need additional access outside your property to activate service. Is there anything they should be aware of?

Comments

Provide any additional feedback

Back Continue

- Type in customer's email (double check it, because they will make you start all over if any of the info is wrong or misspelled)
- Let them know paperless billing is required for this promotion
- Ask them if text notifications on their billing, order, and repair notifications is ok (this is the best option to keep the customer in the loop)
- Add any additional comments about the job
- Press continue

Orders Thru BASS

New Orders

Do not use browser back button while in order flow.

Step 1 Choose Service Step 2 Configure Services Step 3 Customer Information **Step 4 Review and Verification** Step 5 Schedule Installation

Here is a quick review of your order and charges

Order Review

One-time Charges	
Tech Installation:	\$0.00
Total One-time Charges:	\$0.00

Monthly Charges	
Fiber Internet 1 Gig:	\$79.00
Total Monthly Charges: <small>(excludes prorated, surcharges, fees, and taxes)</small>	\$79.00

Contact Information			
Name:	test test	Email Address:	test@gmail.com
Contact Number:	385-489-9525		

Service Information	
Service Address:	3523 S WOODSTOCK AVE SPRINGFIELD, MO, 65809

Back Continue

qf-e2a5f8c8-98de-41c3-9900-9c966d803ff4
Name - test test
Address - 3523 S WOODSTOCK AVE
- SPRINGFIELD, MO, 65809

Double check to make sure everything is spelled correctly with the customer. If you put anything in wrong, the TPV agent will make you restart the order

Orders Thru BASS

New Orders

The screenshot displays the BASS web application interface. At the top, there is a navigation bar with links for Home, Dashboard, Order, CDOF, Phone-in Order, Report, FYI, and Profile. Below this, the current page is identified as 'BASS > Order > Submit Pre-qual/Order'. A breadcrumb trail shows 'Pre-Qual > Order > Start New'. A warning message states: 'Do not use browser back button while in order flow.' The main content area is divided into four steps: 'Step 1 Choose Service', 'Step 2 Configure Services', 'Step 3 Customer Information', and 'Step 4 Review and Verification'. The current step is 'Step 1 Choose Service', which prompts the user to 'Now it is time to select an installation date for your service'. A calendar for December 2023 is shown, with the 29th selected. To the right of the calendar, there are two radio button options for time slots: 'Friday, Between 08:00 AM and 12:00 PM' and 'Friday, Between 01:00 PM and 05:00 PM'. A 'Continue' button is located at the bottom right of the calendar area. Below the calendar, a note states: 'NOTE: allow 2-6 hours for set up. An adult over the age of 18 will need to be present during the installation.' A yellow banner below the note says: 'Appointment has been confirmed. Select retrieve button to get the RCC.' A 'Retrieve RCC' button is located at the bottom right of the page.

- Pick a date for installation and a time slot. Installation appointments are only M-F and 8-12 or 1-5
- Someone over 18 is required to be home
- Press continue then “Retrieve RCC”.

Orders Thru BASS

New Orders

AA brspdcc.brightspeed.com

brightspeed (INCLUDES) OF FEE(S)

Quote and disclosure

*This is not a bill
12/18/2023
test test
3523 s woodstock ave,
springfield, MO 65809

Monthly charges

Fiber Internet 1 Gig	\$79.00
Total monthly charges	\$79.00

One time fees

Tech Installation	\$100.00
Taxes	\$14.59
Total one-time fees	\$114.59

Due today

Subtotal	\$193.59
Installation Savings	-\$114.59
Total due today	\$79.00

Offer disclosure

- I understand that I may be eligible for a \$200.00 Brightspeed Prepaid Mastercard.* ^
- I understand and agree to the Brightspeed Fiber Subscriber Agreement*
- I have read and accept the quote*

*Required fields

Save acceptance

Do not use browser back button while in order flow.

Step 1 Choose Service Step 2 Configure Services Step 3 Customer Information

Send SMS to: 3854899888

Send Email to: test@gmail.com

Can I send you a text message with the order quote for you approval? I have your mobile number as 3854899888.

I acknowledge I read the above statement to the customer.

Elapsed Time: 00:05

Resend Retrieve Acceptance

[Español click here](#)

Let's save some information about the order process during today: 2023-12-18 15:42:00

Here you'll text or email them the breakdown of their order. Best practice is to text it to them. The customer will then need to review their over, check mark a few boxes, then have them press the yellow "save acceptance" button on the bottom of the screen. Once they accept the agreement, select "retrieve acceptance, and the button will turn green and say "accepted".

Then hit "continue".

Send SMS to: 3854899888

Send Email to: test@gmail.com

Can I send you a text message with the order quote for you approval? I have your mobile number as 3854899888.

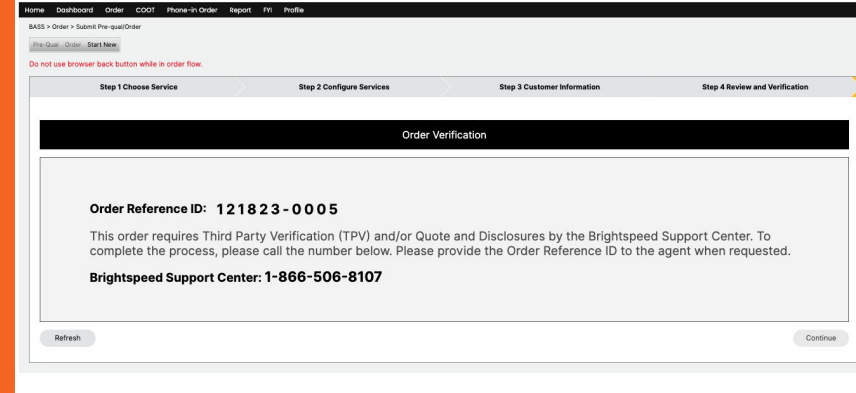
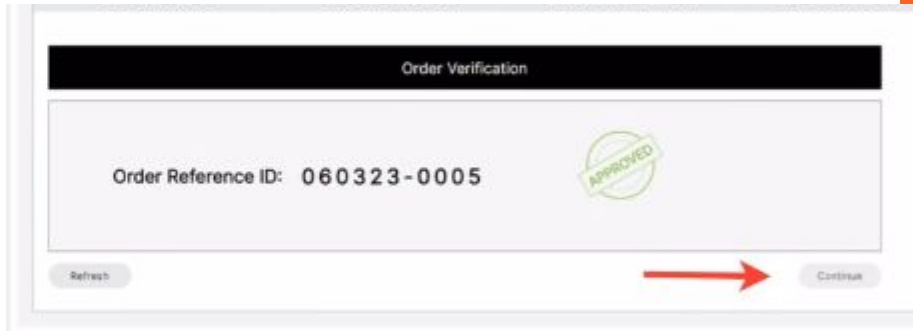
I acknowledge I read the above statement to the customer.

Accepted

Continue

Orders Thru BASS

New Orders



1-866-506-8107

Have ready 3 numbers

- Order Reference ID Number(on screen)
- Sales code: 20000848
- Rep ID: (found at the first screen when you're starting the order)
- The TPV rep will make sure everything is spelled correctly and go over the customer's order details.

Once the order has been accepted, press the "refresh" button in gray, (not the browser refresh button). Once approved, you'll see a "order approved" stamp in green after hitting the refresh button.

Press continue and finish the order by sending them the last text to retrieve their debit or credit card for their first month payment that is due today.

Make sure they have enough on their card to cover the payment or it won't go through.

Running a Migration or Upgrade Order

Migration orders (upgrades)

Click on:

- Phone in order
- Create Phone-in Order

Fill out all the fields with red asterisks

Status (select “provider in process”)

Once the required fields are filled out, call into the migration order line to have the rep finish up the order with you and the customer and supply you with the “Order number” and the “Ban or account number”.

Migration number:
1-866-512-7933

Press submit.

Migration orders promo:

First month free, free install.
Autopay and paperless billing required

Material Title Done

brightspeed BASS

Home Dashboard Order COOT Phone-in Order Report FPI Profile

BASS > Order > Phone-in Order

Create Phone-in Order

Manage Phone-in Order

Phone-in Order ID: 061845218-7395-4825-a57c-9a2a2052b

Sales Agent ID: PAGEK

Sales Agent Name: MCKENZIE DIXON

Sales Agent Email: mckenzie.dixon6@gmail.com

Sales Code: 20000485

Customer Type: Consumer

Type Of Sale: Please Select

CUSTOMER INFO

ATTENTION: All information from this point forward should be the customer's. Inputting sales person or sto

Customer First Name: *

Customer Street Address: *

Customer City: *

Customer Zip: *

Does customer want to change existing Brightspeed account or install new service? *

Phone #: *

Billing Number: *

Status: *

Create Time: 3/23/2023 12:57:50 PM

Cancel

Information in place of customer's is a violation of policies and procedures.

Customer Last Name: *

State: *

Customer State: *

BAN: *

WTR: *

Order #: *

Call Center Agent will give you the order number to enter here

Submit

Who to contact with order issues?

We've got your back!

We have a dedicated team of support specialists to assist you with sales, system and order issues. Please reach out to the contacts below if you need assistance.

Order assistance (error, migration, anything): 1-866-512-7933
(Hours of operation: M-F 9:00am – 9:30pm EST, Sat/Sun: Closed)

Weekend support: 1-866-506-8106
(Hours of operation: Sat: 8:00am – 10:00pm, Sun: 8:00am – 9:00pm)

Post sale questions: Please use BASS chat located in the bottom right corner of BASS app



After-hours or issue needs escalation: Send email to BRSPDCDAS2DAIDSupport@qualfon.com

Due date changes/concerns: Call or email white glove team

- 1-866-512-7928
- CDABRSPDNPSBackOfficeSupport@qualfon.com

White glove report questions (drop delays, sale not showing, any fiber order questions):

- White glove report is distributed daily and contains notes on all fiber orders. If not getting answer needed from report, please send email to CDABRSPDNPSBackOfficeSupport@qualfon.com and christopher.aliddan@qualfon.com

Special requests where Qualfon support is needed: Send email to melissa.rowe@brightspeed.com and Jordan.hemmert@qualfon.com

Unassigned order follow up questions (this happens rarely, but order submits via BASS but shows UNASSIGNED instead of order number: Send email to partnersupport@qualfon.com

Any special projects that Qualfon is doing for your team: Send email to ryan.narain@qualfon.com and Jordan.hemmert@qualfon.com

Any feedback or issues with a support team: Send to Melissa Rowe immediately to ensure your issue is addressed and resolved melissa.rowe@brightspeed.com

TPV (for order verification and release): Call 866-506-8107