



Introducing Fidium

Product & Sales Training

August, 2023



The Fidium Brand

Fidium is a brand that reflects a deep understanding of the needs of the market. It has the freedom to explore all the ways we can exceed the expectations of our residential customers. We are dedicated to delivering the best possible home connection to everything that matters, and embrace the idea that we can completely change the game with every brand interaction.

Our past builds our future...

Fidium Positioning

We aspire to provide the most admired customer experience in the industry and want to evolve the prevailing attitude about what being an internet customer means. From delivering the very best technology, to how we service our customers day-in and day-out, our goal is to establish an incredible experience from the customer's point of view.

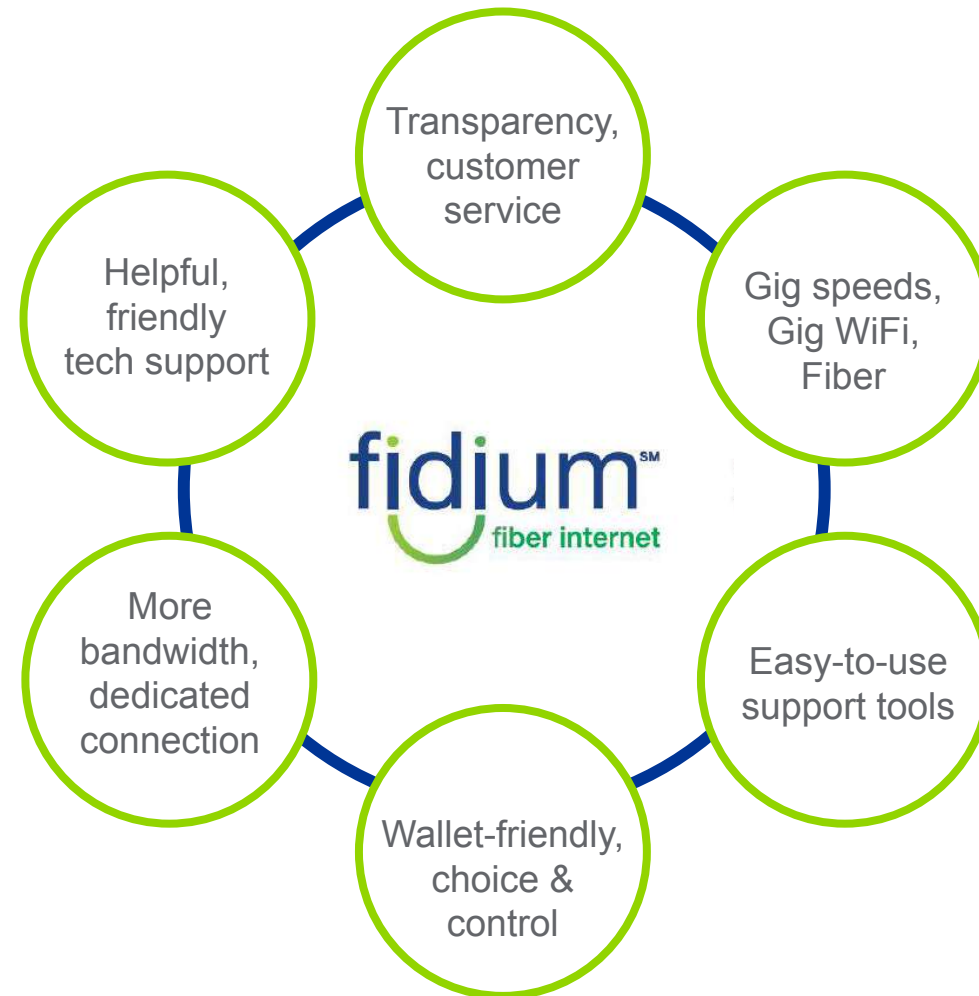
Evolving our mindset



	Fidium	Consolidated Communications
Market presence	New player	Established
Offering	Residential	Residential, Small Business, Medium Business, Enterprise Business, Carrier
Perception	None	Baggage in select markets
Foundation	Built on customer experience	Built from utility and M&A activity
Customer experience	Easy to do business with (simple solutions)	Can be complex to do business with (robust product mix)
Personality	Vibrant and contagious	Mature and stoic

Make the most of the current (negative) customer experience in the industry...

- Capture people's attention
- Redirect the negative response – turn pain points positive
- Show how Fidium service is designed around the customer



Brand attributes – How we present ourselves



Exceptional service



You'll get an exceptional experience – from your first contact to all future interactions

Affordable pricing



Unlike the competition, we won't take more of your budget to deliver less

Sincere support



We'll provide the support you need, sometimes, even before you know you need it

Customer focus



We're dedicated to providing unprecedented connectivity, customization and customer experience

Compassionate assistance



We're understanding of your needs and will assist you every step of the way to come up with solutions



Fastest Internet



Symmetrical speeds



No Contract



No data caps



Dedicated connection



Free installation



Product offerings

Internet & phone



Customer mobile app – Fidium Attune™ WiFi



Simple, smart controls



Your home is going to be smarter than ever

Fidium Attune™ WiFi, powered by Plume HomePass®, gives you total control over your home WiFi experience. Our free, easy-to-use app gives you a 360° view of your entire home WiFi network. If you need to run a speed test, know who's online, troubleshoot a home network issue, monitor network and home security, or set controls around when to make access available—you have a simple interface at your fingertips 24/7.



Adapt™

Buffering is a bad dream of the past! Adapt service delivers ultra-fast, perfectly consistent connectivity across every room.



Control™

With Control features, you can create visitor passwords with expiration dates for extra security – customize the devices and services guests can access!



Guard™

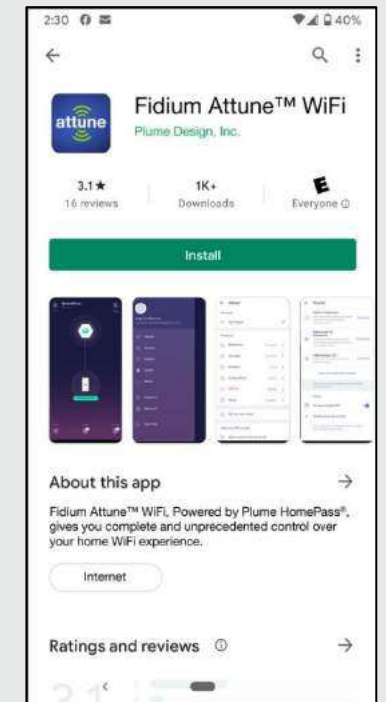
Guard provides always-on security for every device on your network. Filter suspicious activity, quarantine devices that are behaving strangely, and enjoy built-in ad blocking.



Sense™

Sense is a new way to detect movement near each connected device or room on your network – with built-in filters to screen pet-based alerts!

Our easy-to-use home network app lets you manage it all



Download from the [Consolidated Communications app store](#)

Search for “Fidium Attune WiFi”

Get your home phone up to speed

Add phone service

\$15/mo

Unlimited local and long distance

Includes local, nationwide and international calls to Canada, U.S. Virgin Islands, Guam, Puerto Rico, and the Mariana Islands

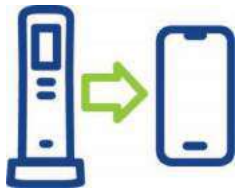
Add-on features:

24-hour battery backup
in case of a power outage

International calling
charged per minute, per country

Add an additional line
for \$15/mo

Voice powered by fiber internet



Never miss a call

Forward calls to any other phone or device, ring on other phones at the same time or when one doesn't answer, plus call waiting and caller ID



Feel secure

Your home phone will automatically connect your address to 911, so you don't have to worry in an emergency



Clear the line

Block spam, anonymously reject calls or set to do not disturb to keep your ear on what's important



Get the message

All voicemails will go directly to your email, so you access your messages faster



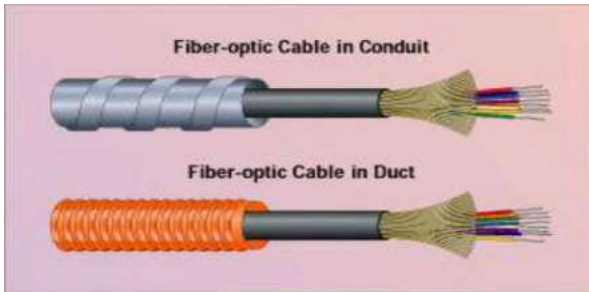
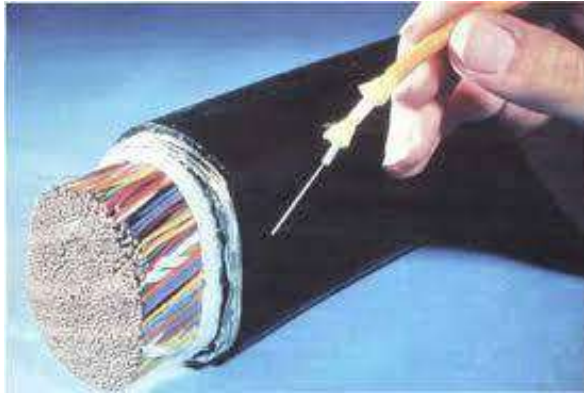
Products & Services

fidiumSM
fiber internet

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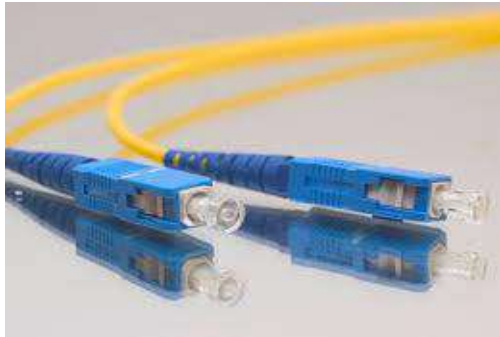
Fidium Network Overview Training

- Fiber optics has 1000's of times the bandwidth capacity and speed capability of copper cables.
- Fiber installation increases home value by an average of 3.1%
- Consolidated Communications is a top 10 national fiber provider.



Fiber vs. Cable vs. DSL

- Fiber is a very durable, hollow glass tube used to transmit light at high frequencies.
- Coax and twisted pair copper cables are old technology and have less bandwidth and distance capability.
- DSL type services are the slowest and coax shares bandwidth between neighbors. Both can have performance issues if exposed to the elements as water and current cause corrosion.
- Nothing can compete with Fidium fiber speeds and reliability.



- + Symmetrical Speeds
- + 1 Gig and up
- + Uptime Reliability
- + Dedicated connection

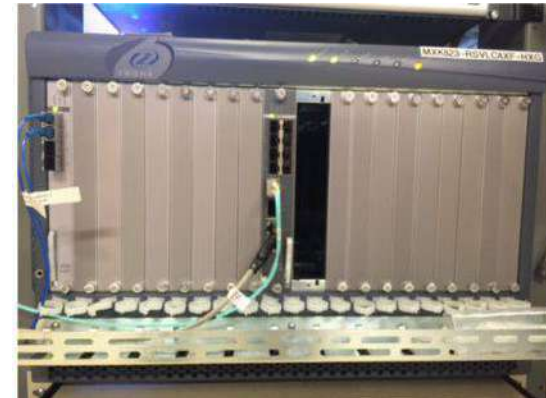
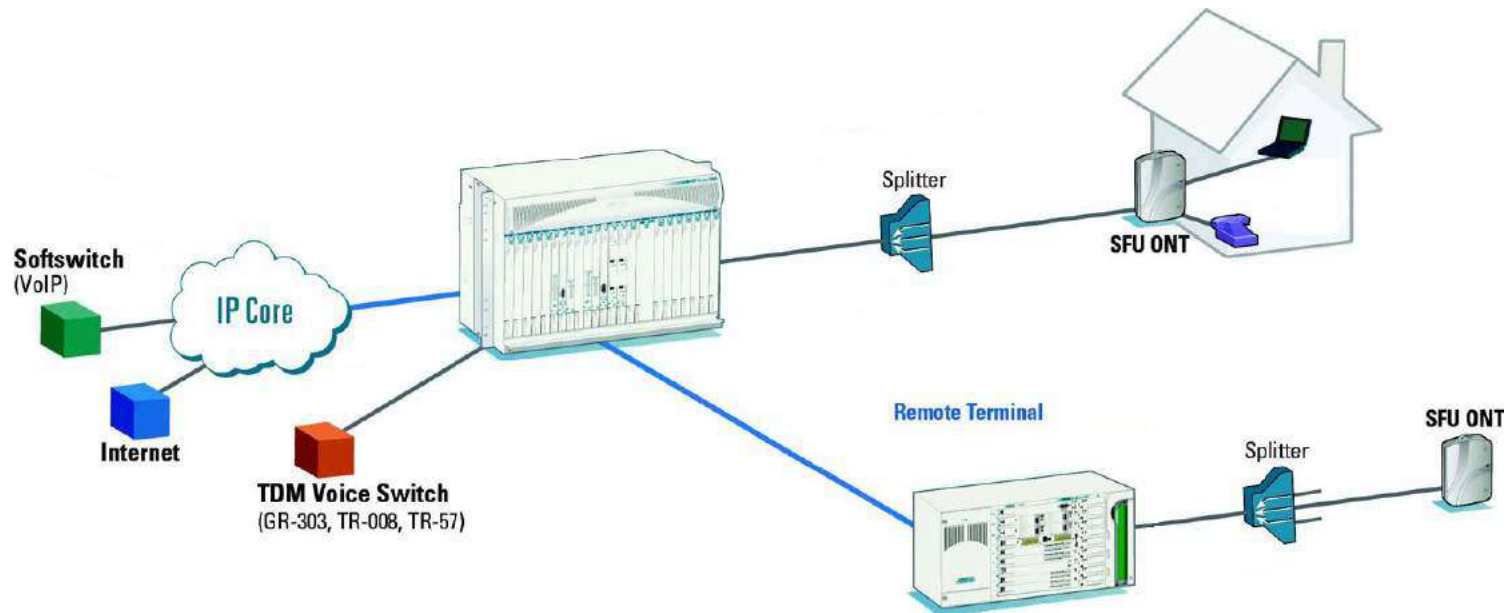
- Asymmetrical Speeds
- Uptime Reliability
- Better than only coax or copper

- Coaxial cable
- Shared bandwidth
- Burstable speeds
- Old technology

- Built for phone
- Twisted pair - copper
- Slower speeds
- Oldest technology

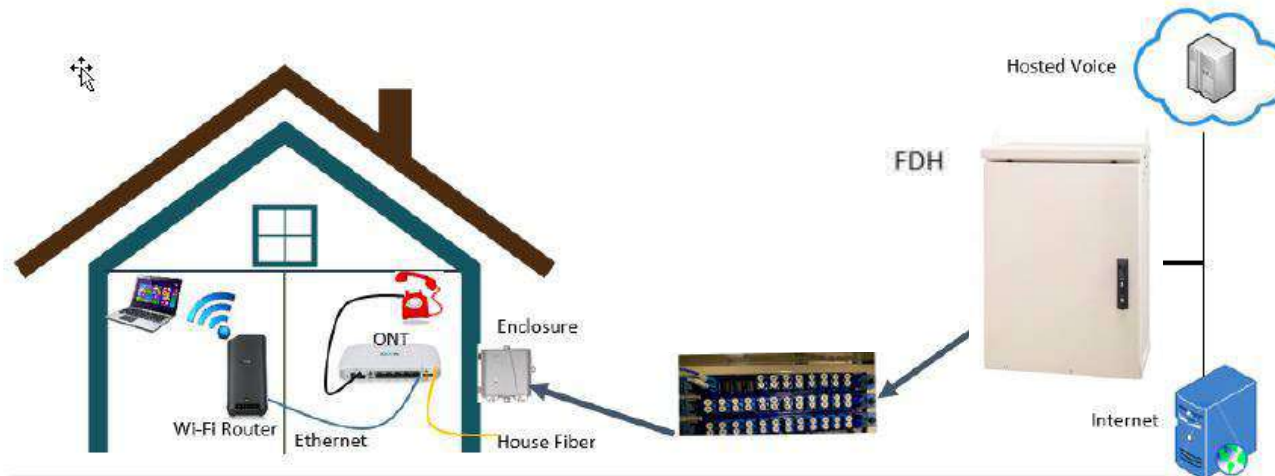
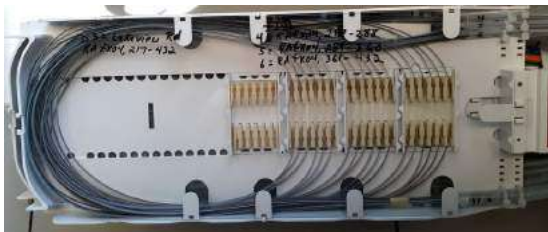
Fiber Network Deployment to the Neighborhood

- The fiber network is managed and delivered from the Fidium Head End to the Fiber Distribution Hub.
- In excess of 10gig can be used to serve FDHs using splitters that distribute the bandwidth.
- Each home has it's own dedicated connection and bandwidth.



Fiber Distribution Hub (FDH)

- FDHs have a connection for each serviceable address in the neighborhood.

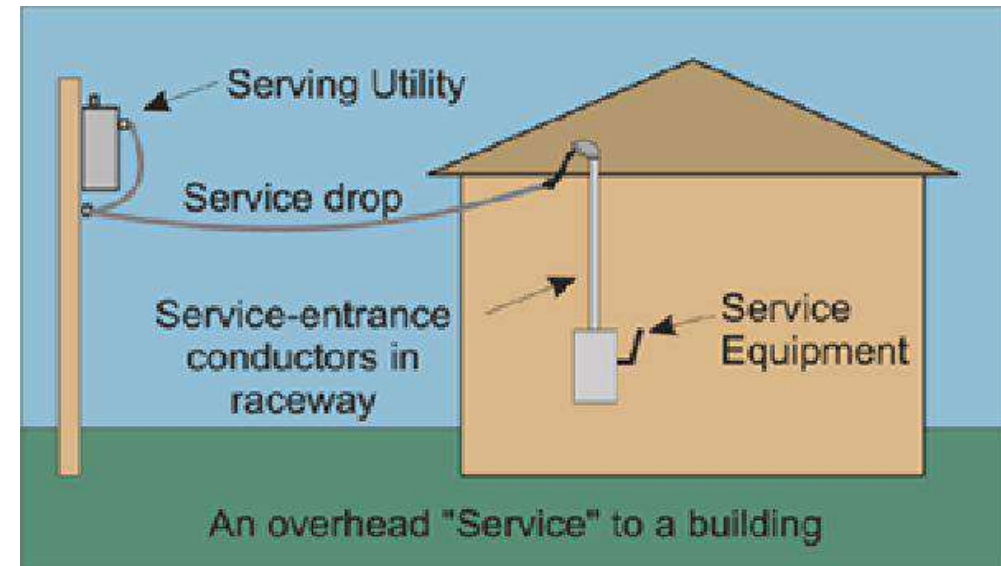


- As the signal travels down the street, splice points are used to connect homes to the network.

Aerial Service Drops



- Aerial service is connected on poles.
- Similar to existing aerial services, fiber service drops will connect pole to house.
- Connections are fused to splice the fiber together.
- Coiled service loops offer slack at the terminal.
- All connections are closed and protected inside.
- Aerial drops are typically installed on the day of install



Buried Service Drop

- Underground surveys are completed prior to the placement of buried fiber to avoid other utilities.
- Underground utilities are identified with a wand and the technician marks the expected path.

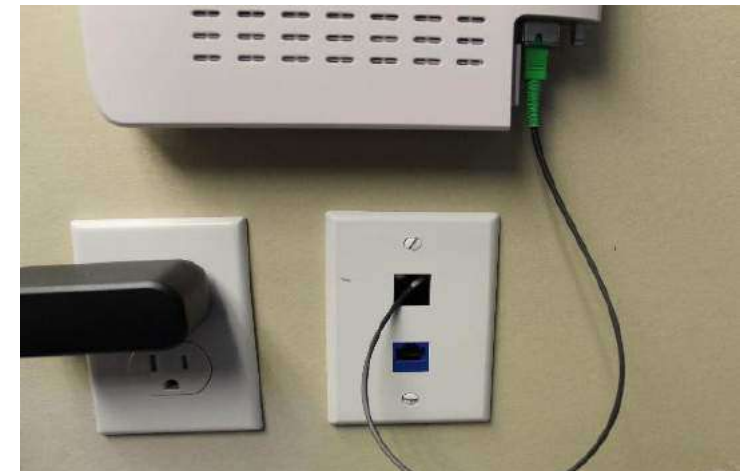


- Directional boring eliminates the need to trench from street to house.
- Underground drop work typically starts 3 days prior to install
- Weather restrictions apply to underground drop placement



Optical Network Terminal (ONT)

- ONTs convert Fiber Optic signal into a CAT6 capable transmission.
- The device needs power and is often mounted near an outlet.
- New deployments require ONTs be located indoors.
- A fiber jumper will be spliced to the service drop and ran inside to the ONT.



Advanced Wi-Fi 6 Service Delivery Gateway



Wi-Fi 6 Service Delivery Gateway

The Fidium Service Delivery Gateway allows more devices to connect and stream simultaneously, without impacting speed or reliability, by scheduling multiple streams at once and efficiently packing and scheduling data. Delivering the fastest Wi-Fi to all customer connected devices — today and tomorrow.

Network Interfaces

- • 1x Combo WAN (one active at a time)
- • SFP+ Slot
- • 2.5GBASE-T (IEEE 802.3bz-2016)
- • 4x 10/100/1000BASE-T LAN
- • MDI/MDI-X Automatically Sense
- • RJ-45 Ports with Integrated Link and Activity LEDs

Inside Wiring and Equipment

Inside the home, ONT's are connected to the router

- Hard wired connections
 - CAT6 for gig+ speeds
 - CAT5e – common, up to 1 gig under 300 feet
- Wi-Fi connections
 - Testing provides best location for router.
 - Signal is password protected to ensure secure transmission.



Wi-Fi Extenders – SuperPods

Plume SuperPods with WiFi combines the power of tri-band SuperPods with next-generation WiFi standards. Each SuperPod with WiFi works seamlessly together to extend WiFi coverage throughout the home. Having multiple SuperPods is ideal for homes larger than 1000 square feet.

WiFi Capabilities

The Fidium SuperPods features tri-band Wi-Fi connectivity, supporting more connected devices and greatly improved speeds when used with compatible client devices while maintaining backward compatibility with older Wi-Fi clients.

Ethernet Connectivity

SuperPods have two gigabit Ethernet connections that can be used for WAN or LAN connectivity, and the left Ethernet port on the SuperPod with WiFi supports up to a 2.5 Gbps WAN connection. This makes the next generation of SuperPod ideal for Internet connections with speeds greater than 1 gigabit.



WiFi Extenders



WiFi Extender Placement

WiFi Managed Smart Home Experience

WiFi extender placement is predominantly a science with real world variables impacting the overall user experience. Our trained technicians employ the latest technology in RF interference identification. If your In-Home WiFi network is not properly tuned to your specific home environment, the competing wireless signals can interfere with one another, degrading overall performance and providing a sub-optimal end-user experience.

Fidium will provide up to 2 WiFi extenders as part of the service which will be placed in the home based on our technician's best recommendations. Not all homes will need an extender based on the optimized coverage of the Service Delivery WiFi Gateway. Often times less is more for the best quality coverage in a home. Our technician's tools will allow us to tune this coverage for the customer's home network specific needs. If required up to 2 WiFi extenders will be placed in the home. Additional extenders, if recommended by the technician, are available for \$4/mo.

Simple, smart control

Smart TV's and streaming devices are typically the most sensitive, Smart devices (switches, lights, etc.) will typically work well in most homes.

Placing extenders when not needed will cause them to oversaturate a network and run hotter than they should creating fail safes in the system rebooting units & causing potential outages in the customer's home network.



2Gig - Key Point to Communicate

1. 2Gig is best for households with significant bandwidth needs who share a connection
 - Multiple TVs streaming HD at once
 - Multiple gamers
 - Multiple social media users
 - Multiple users on Teams or Zoom
 - Other large file transfer applications
 - Collectively, the devices share the 2 Gig capacity within the home
2. Customers should not expect to receive 2 Gig on a single device
 - Single device ports do not support 2 Gig service
 - Adtran gateway LAN ports are 1 Gig capable
 - Devices connected via Wi-Fi do not support 2 Gig



2Gig Performance and Testing

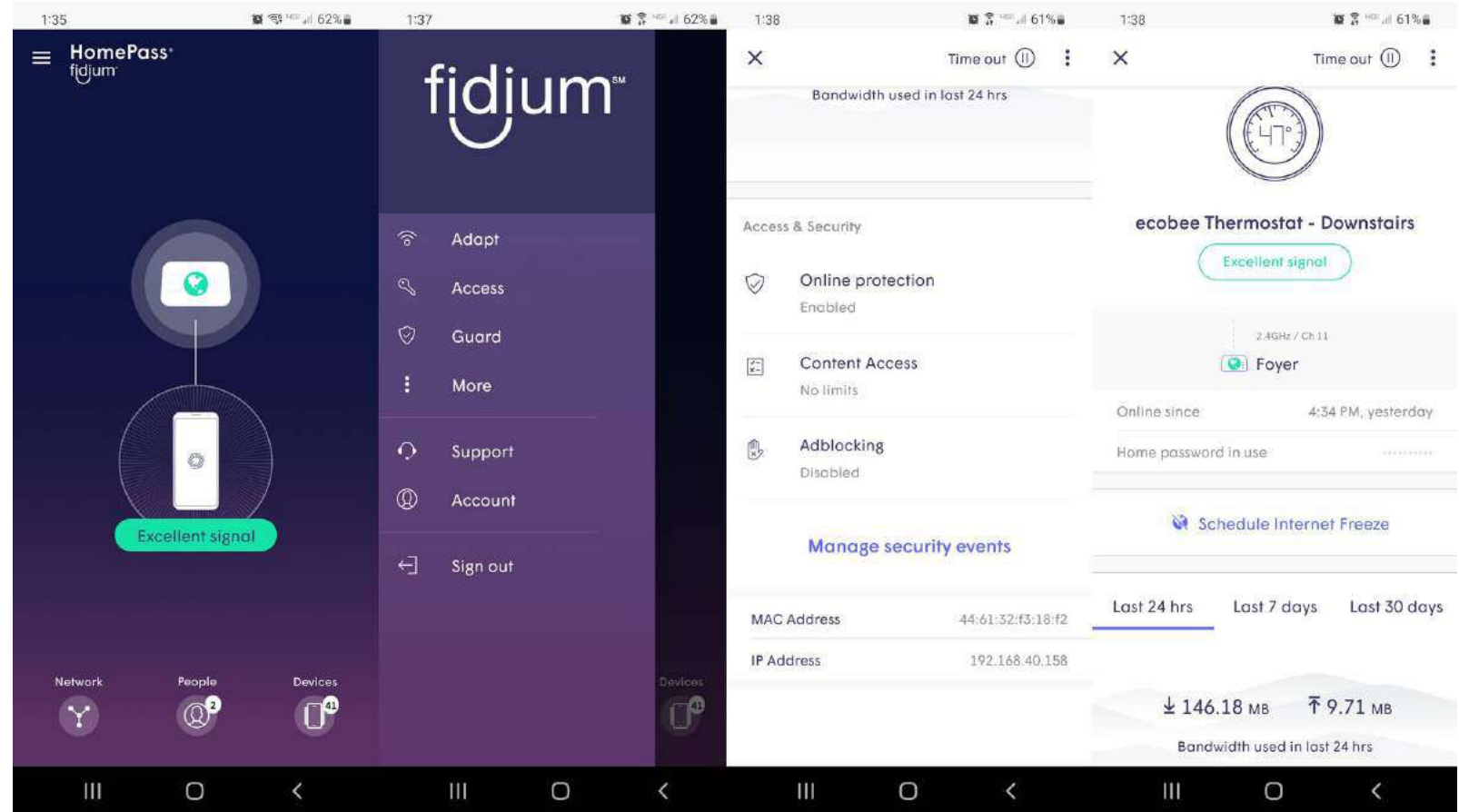
Understanding some of the differences between 1G and 2G is important. See the points below to speak accurately regarding 2g speed and performance on customer devices.

- 2 Gig service is specifically designed for households with multiple devices consuming high bandwidth.
- Most devices are not capable of supporting 2 Gig speeds. Therefore, a residential customer will not be able to generate a speed test reaching 2 Gig on their devices.
- However, 2 Gig capacity can be demonstrated using the customer's smart device through the **Fidium Attune** application



Whole-home Attune App

- Fidium customers should be directed to use the Attune app for speed testing and device performance.
- The router will test the fiber connection from Fidium, as well as the Wi-Fi performance to the connected devices.



Customer Provided CPE - BYOD Policy



Fidium customers are strongly encouraged to utilize the Fidium Service Delivery Gateway & up to 2 included Wi-Fi extenders, when required, to enable the Whole Home Managed Wi-Fi Customer Experience.

This service provider enhanced Wi-Fi solution includes; Network Security protocols, proactive remediation, device firmware updates and network enhancements while connected to the Fidium Fiber Network with Fidium devices.

If a residential Fidium customer strongly requests the use of their own device, which will be provided outside of the Fidium experience, we are developing a solution to allow these customers to bring their own device (BYOD);

- Customers must still choose the Network Care Wireless Package NCWL to be eligible for any promotions running, which includes the lease of the Fidium provided Service Delivery Gateway (SDG)

If a residential Fidium customer chooses to use their own device, provided outside of Fidium, the following customer experience can then be expected;

- Tech support will test the outside connection to the Optical Node Terminal (ONT) ONLY.
- Fidium will have no visibility or the ability to test the customer device.

If the connection test is okay, Tech Support will advise that the problem resides with the customer provided device or beyond and it will be up to the customer to troubleshoot and remediate their connection beyond that device. If they have any problems with their customer provided equipment, Fidium has no control beyond the ONT.

Analog Telephone Adapter (ATA)

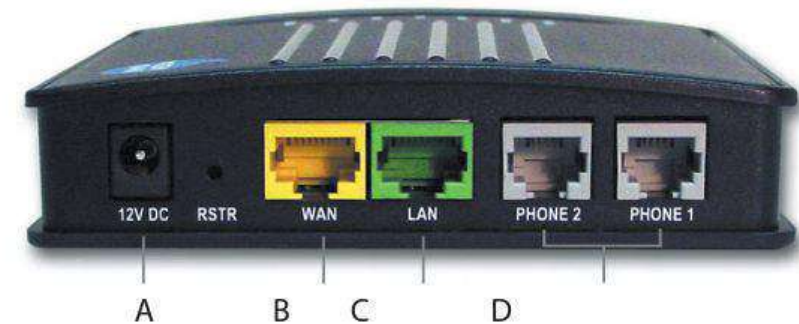


The newer ATA's, are also referred to as Media Terminal Adapters (MTA), because they can do even more than before. The Fidium ATA's with 2 & 4 voice ports are provided free of charge for our Voice over IP (VoIP) telephony solution, which are compatible with most standard analog telephone devices. The ATA delivers voice quality and features, equivalent or superior to those of the Public Switched Telephone Network (PSTN). Quality of Service (QoS) features provide PSTN-like voice quality service. Its data rate limiting feature ensures voice quality during phone calls by automatically throttling down data throughput and reserving bandwidth for voice whenever a call is in progress.



MTA INTERFACES

- A. Power
- B. RJ-45 port (uplink to broadband access device)
- C. RJ-45 (downlink to PC)
- D. RJ-11 port (connect to phone)



Battery Back-Up for Voice over IP Service



Customers should be encouraged to use a battery backup or generator system to keep their VoIP phones working during a power outage. This will help the ability to call 911 and maintain home alarms or medical alert services for short periods of time. Each piece of equipment used to provide voice service needs to be powered by battery backup solution. Each device must be backed-up if a customer wants to retain voice service during a power outage.

- The Wi-Fi® Service Delivery Gateway
- The Optical Network Terminal (ONT)
- Most cordless phones also require power to make calls.

If a customer has medical or safety power needs and can't be without power due to medical or safety reasons, we suggest they choose a battery back-up solution that offers at least 24 hours of backup time.

Fidium offers an 8-hour & 24-hour battery backup solution through a third party provider, but customers have other options, as well. Customers are free to purchase other industry standard back-up options and some customers even choose to tie directly into their home generators.

<https://www.powertecsolutions.net/solutions/li-36-battery-upgrade/>

Video Solutions for Fidium Customers



New customers may have questions about what video choices are available.

Our fiber internet provides the best internet connection for streaming video, thus giving our customers the power to choose from any streaming service with confidence.

- 5 reasons to choose STREAMing video:
 - Freedom of choice – widest variety of content options
 - Mobility – watch from anywhere on any device
 - Flexibility – try them out, see what works
 - Save Money – no bundling or excess charges
 - No contract – easy sign up, cancel anytime





Set up your Fidium Agent Account

Sign in to the Agent Portal

Start an Order / Wrong Web Portal

Online Order Entry

Training

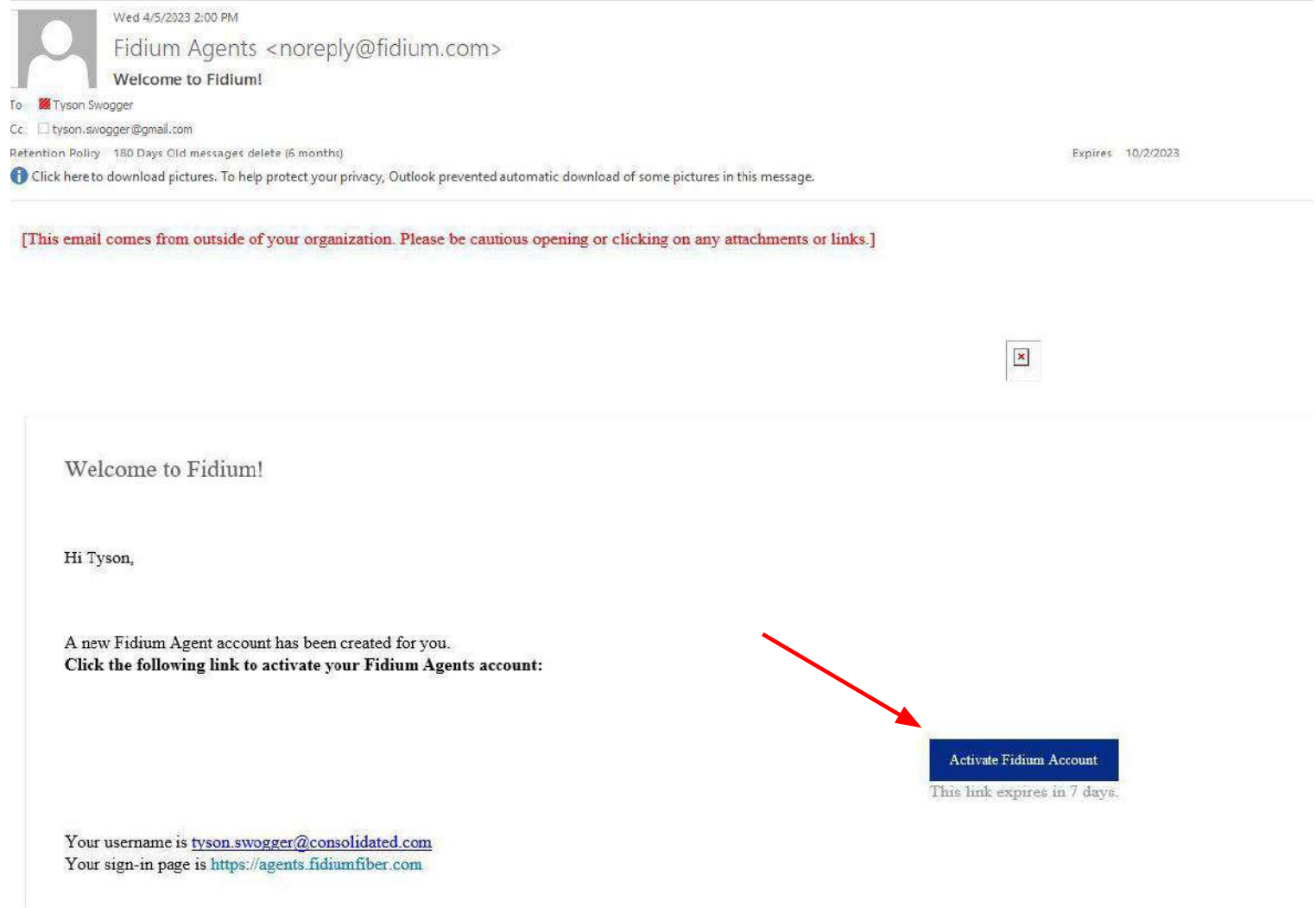
Reporting

Fidium Agent Portal Training

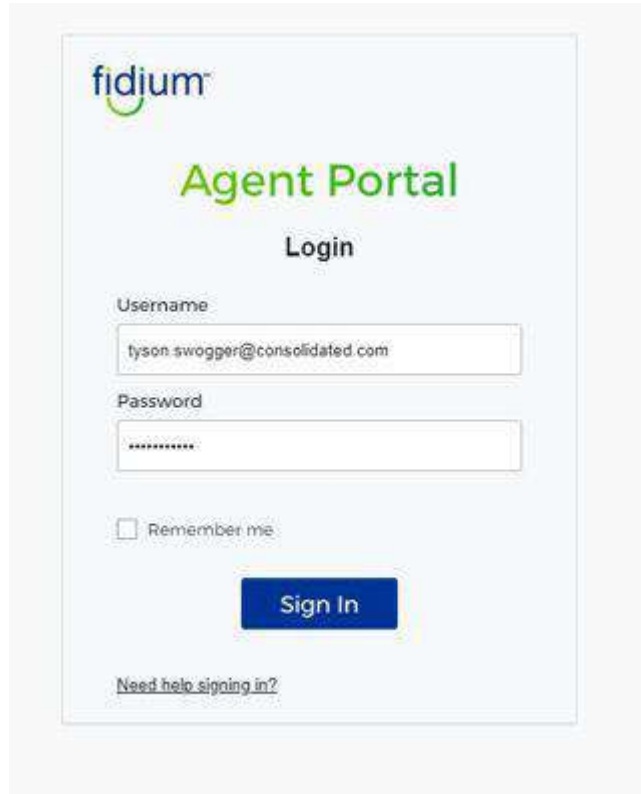


Set Up Your Agent Account

- You will receive a Welcome Email from Fidium Agents
- Click the blue “Activate Fidium Account” button
- Follow the steps to create your password and set up your Fidium Agent Account
- Once your account is set up, either click the button that says Take me to my sign in page, or go to: <https://shopping.fidiumfiber.com/agent> in your browser

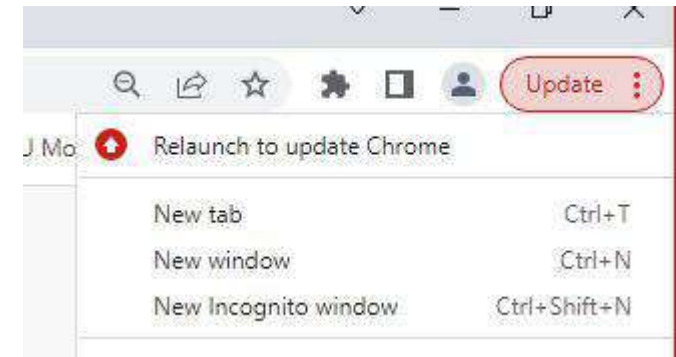


Sign In to the Agent Portal



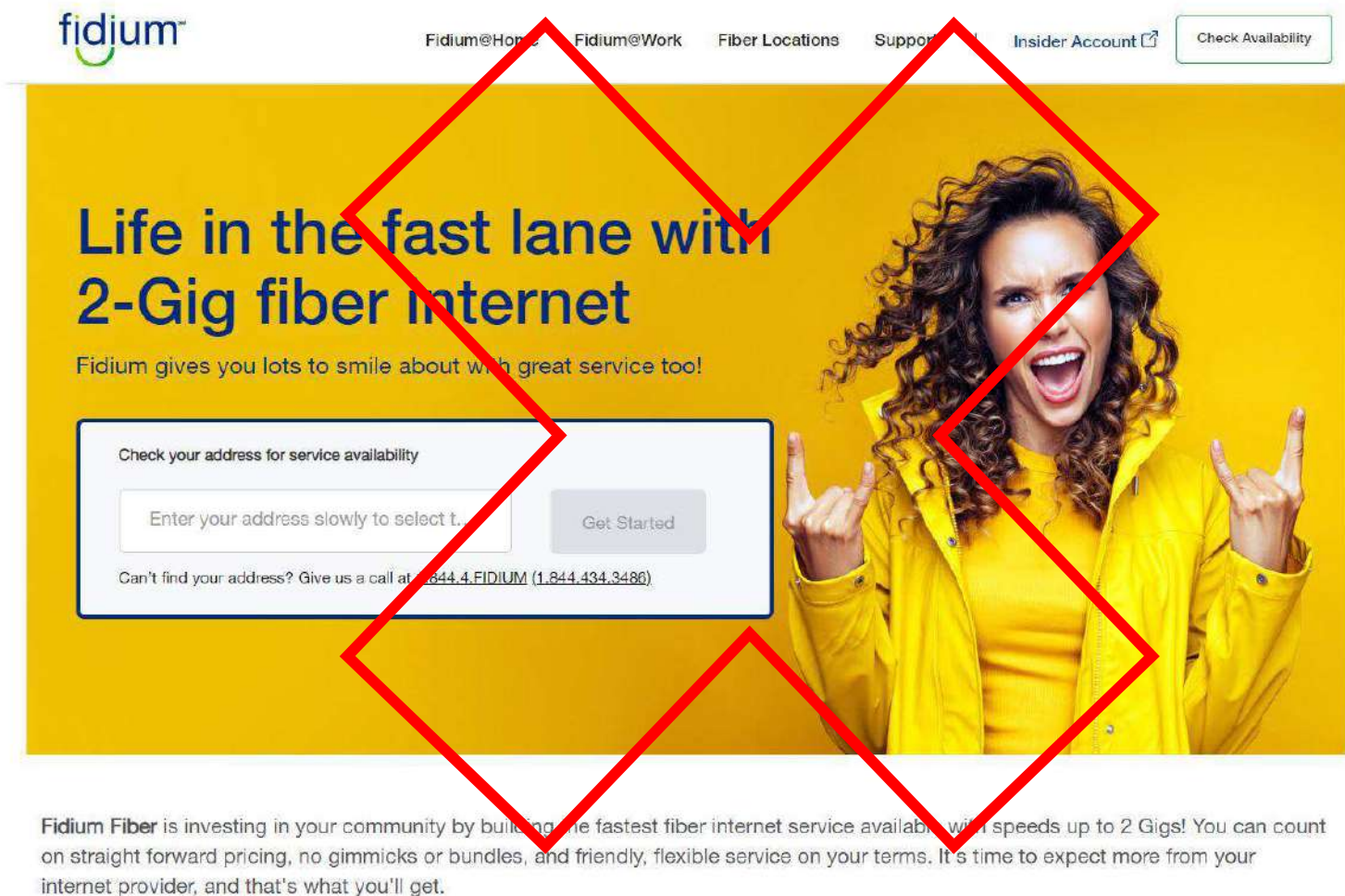
The screenshot shows the Fidium Agent Portal login interface. At the top left is the Fidium logo. Below it, the text "Agent Portal" is displayed in green, followed by "Login" in black. There are two input fields: "Username" containing "tyson.swogger@consolidated.com" and "Password" with masked characters. A "Remember me" checkbox is present and unchecked. A blue "Sign In" button is located below the password field. At the bottom left, there is a link that says "Need help signing in?".

- Sign in to the Agent Portal using your email address and the password you established when setting up your Fidium Account
- By signing in on this page it will allow the system to automatically attach your name and which company you work for to the order to ensure that you get credit for the sale and install
- **Make sure your browser is set to Incognito. This will help with cookies and cache errors.**



Wrong Web Portal

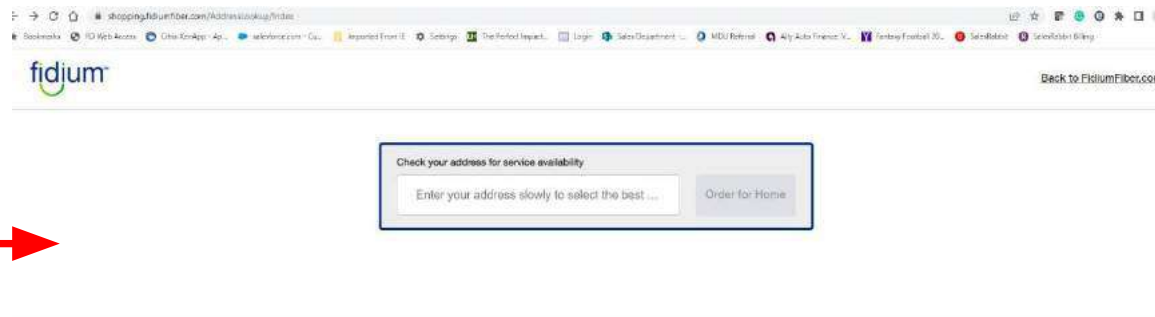
- If you see this web page, **STOP**...you are on the wrong web portal and your rep and company information won't be attached to the order



Beginning Your Order

Step:1

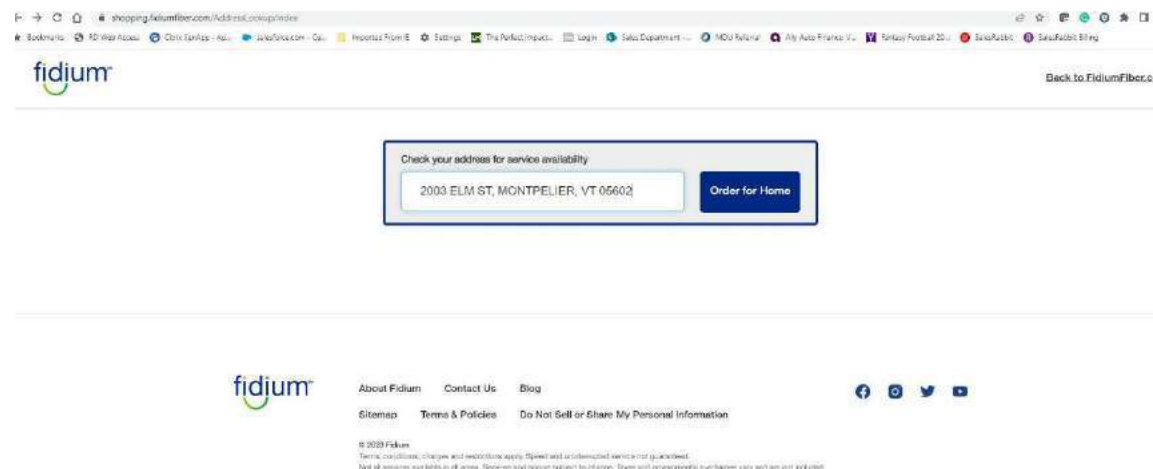
This is how the address page should look when making a sale in the DSR Portal



Enter the customer's address slowly and address options will appear for you to select

When you select the address the Order for Home button will turn blue for you to click

Click Order for Home to begin...



Choose your fiber internet plan

Step 2:

Choose the best speed for your customer

Click Add to Cart.

2 Gigs

Futuristic

Symmetrical download and upload speeds of 2 Gigs

For the ultimate connected home

A connection to work and play as hard as you do

Includes whole-home WiFi 6 gear with Network Care

WiFi gateway to enable faster speeds and wider coverage

Whole-home Attune™ WiFi app to put you in control of your network and devices

Proactive network monitoring to help resolve any issues

\$85/mo

1-year rate lock (\$95/mo after)
FREE installation
No contract

Add to Cart

MOST POPULAR

1 Gig

Supreme

Symmetrical download and upload speeds of 1 Gig

A fast, reliable connection throughout your home

A better streaming TV experience with no lag

\$70/mo

1-year rate lock (\$95/mo after)
FREE installation
No contract

Add to Cart

Choose your fiber internet plan

Step 3:
Confirm Shopping Cart details.

and click Continue....

2 Gigs

Futuristic

Symmetrical download and upload speeds of 2 Gigs
For the ultimate connected home
A connection to work and play as hard as you do.

Includes whole-home WiFi 6 gear with Network Care
WiFi gateway to enable faster speeds and wider coverage
Whole-home Attune™ WiFi app to put you in control of your network and devices
Proactive network monitoring to help resolve any issues

\$85/mo
1-year rate lock (\$95/mo after)
FREE installation
No contract

Added to Cart

1 Gig

Supreme

Symmetrical download and upload speeds of 1 Gig
A fast, reliable connection throughout your home.
A better streaming TV experience with no lag
Meet the demands of work, school and play simultaneously

\$70/mo
1-year rate lock (\$95/mo after)
FREE installation
No contract

Most Popular

Add to Cart

Order summary

Fiber internet plan	
2 Gigs	\$185.00
Fiber internet discount	-\$105.00
Network Care	\$10.00
Paperless billing discount	-\$2.50
AutoPay discount	-\$2.50
Subtotal	\$85.00
Monthly charges	\$85.00/mo

[Clear Cart](#)

[Continue](#)

Choose your phone plan (optional)

VoIP Unlimited

\$15/mo

Unlimited local and long-distance phone service

Includes local, nationwide and international calls to Canada, U.S. Virgin Islands, Guam, Puerto Rico, and the Mariana Islands.

[View More](#)

[Added to Cart](#)

Order summary

Fiber internet plan	
2 Gigs	\$185.00
Fiber internet discount	-\$105.00
Network Care	\$10.00
Paperless billing discount	-\$2.50
AutoPay discount	-\$2.50
Subtotal	\$85.00
Phone plan	
VoIP Unlimited	\$15.00
Keep my existing phone number	Included
Subtotal	\$15.00
Monthly charges	\$100.00/mo

Home phone add-ons

<input type="radio"/> Assign a new phone number ⓘ	Included
<input checked="" type="radio"/> Keep my existing phone number ⓘ	Included
Existing phone number	<input type="text"/>
Existing phone carrier	<input type="text" value="Select"/>
<small>*Required</small>	

Step 4:

Voice services can also be added to the cart.

Additional plan details are found under View More

Then Click Continue...

[Clear Cart](#)

[Continue](#)

Online order entry

Step 5:

This customer has ordered internet and phone.

Here you can review the entire order along with charges and credits.

Click Continue

Monthly charges	
Fiber internet plan	
2 Gigs	\$185.00
Fiber internet discount	-\$105.00
Network Care	\$10.00
Paperless billing discount ⓘ	-\$2.50
AutoPay discount ⓘ	-\$2.50
<hr/>	
Subtotal	\$85.00
Phone plan	
VoiP Unlimited	\$15.00
Assign a new phone number	Included
<hr/>	
Subtotal	\$15.00
<hr/>	
Total monthly charges*	\$100.00/mo
<small>*Does not include taxes and fees authorized by federal, state or local governments. See details</small>	

One-time charges	
Installation	
Professional installation	\$199.00
<small>Technician will install your services</small>	
Professional installation waiver	-\$199.00
<hr/>	
Total one-time charges	\$0.00

[Clear Cart](#) [Continue](#)

Online order entry

Step 6:

- Enter the Primary Account Holder's information.
- Be sure to get a cell phone number to send appointment text.
- Secondary account holder is optional.
- Billing address can be the service location or otherwise – just enter as new

Your information

All fields required unless otherwise noted.

Primary account holder ⓘ

<p>First name</p> <input type="text" value="CHRISTOPHER"/>	<p>Last name</p> <input type="text" value="YANCEY"/>
<p>Email</p> <input type="text" value="chrisyancey@icloud.com"/>	<p>Confirm email</p> <input type="text" value="chrisyancey@icloud.com"/>
<p>Phone</p> <input type="text" value="916-879-5777"/>	<p>Extension (optional)</p> <input type="text"/>
<p>Phone type</p> <input type="text" value="Cell"/>	

By providing your mobile phone number, you agree to receive text messages from Fidium.

Secondary account holder (optional) ⓘ

Billing address

Same as service address
 22722 BRAKEN CARTER LN, KATY, TX 77449

Enter new billing address

Online order entry

Account security information [?](#)

Create PIN (4-digits)

Re-enter PIN

First security question

Answer

Second security question

Answer

⚠ This is a secure site to protect your information. See [Privacy Policy](#), [Do Not Sell or Share My Personal Information & Notice at Collection](#)
See complete [terms and conditions](#).

[Send Quote](#) [Continue](#)

Here's your Fidium quote we discussed!

Dear Tyson,

It was great to meet you! Thanks for spending some time to find out more about Fidium.

Here's [the quote we worked on](#) for 167 MCALLISTER RD, BEDFORD, NH 03110.

Check out the Fidium services and features we selected. If everything looks good, you can continue to place your order online. The quote is good for 10 days.

I have provided my contact info in case you'd like to chat about ... well, anything! I really think you'll enjoy being part of the Fidium family.

Sincerely,

Your Fidium Scout
Phillip Pratt
PhillipUAT@ace.consolidated.com
(916) 500-2518

Step 7:

Create a PIN and complete security questions with answers.

If the customer isn't ready to place order use the Send Quote button to send them a quote. If the customer completes the order within 10 days you will still get credit for the installed order

Click Continue...

Online order entry

Step 8:

Here you can review the entire order including:

- Products
- Costs
- Discounts
- Contact information

✓ Check Terms & Conditions, then click Schedule Order

Order review

Monthly charges

Fiber internet plan	
2 Gigs	\$185.00
Fiber internet discount	-\$25.00
Network Care	\$10.00
Paperless billing discount ⓘ	-\$2.50
AutoPay discount ⓘ	-\$2.50
Subtotal	\$165.00
Phone plan	
VoIP Unlimited	\$15.00
Assign a new phone number	Included
Subtotal	\$15.00
Total monthly charges*	\$180.00/mo

*Does not include taxes and fees authorized by federal, state or local governments. See [FAQ](#).

Customer information

Primary account holder

Name: CHRISTOPHER YANCEY
 Email: chrissyancey@icloud.com
 Phone number: 916-309-5777 (Cell)

Billing

Billing address: 10 AZURE LAKE CT, WAXY, TX 77694
 Paperless billing: A discount of \$2.50 will be applied to your monthly plan price.
 AutoPay: A discount will be applied when you enroll in AutoPay after install.

✓ I have read and agree to the [Terms and Conditions](#)

Schedule Order

One-time charges

Installation	
Professional installation	\$199.00
Technician will install your services	
Professional installation waiver	-\$199.00
Total one-time charges	\$0.00

Online order entry

Step 10:

- Notice the highlighted check boxes for contact, text messages and special instructions.
- Install notifications will be sent to the text number.
- Click Submit Order

Professional installation info ⓘ

Contact info of person meeting technician
Must be 18 years of age or older and present at the time of install to allow the technician access

Same as primary account holder

First name: CHRISTOPHER Last name: YANCEY

Email: chrisyancey@icloud.com Confirm email: chrisyancey@icloud.com

Phone: 916-879-5777 Extension (optional): Phone type: Cell

By providing your mobile phone number, you agree to receive text messages from Fidium.

Special instructions
Is there anything that you want us to know to safely and efficiently install service? (ex. dogs, fence, driving directions)

I have no special instructions

Submit Order

Success!

Confirmation screen displays:

1. Order number
 2. Install appointment/time
 3. Portal activation reminder
- Agent and Company information will be automatically attached to the sale/install, and will be visible in reporting

One more step for complete success...

We have received your order for Fidium Fiber internet.

You will receive an email at chrisyancey@icloud.com with directions to set up your Fidium Insider Portal account.

Your portal account must be active before installation.

Here's what you need to know now:

Order number: 0021372296

Installation date/time: February 06, 2023, 1:00 PM-3:00 PM

See you soon!

Sale Confirmation

Congrats!

Sales Rep will receive an email congratulating and confirming that they made a sale.



The screenshot shows an email interface with the fidium logo at the top left. To the right of the logo are two buttons: "Chat" and "1.844.4.FIDIUM". Below the header is a blue banner that reads "You have a new sale!". The main body of the email contains the following text: "Congrats! You've completed an order for Test at 1008 SOUTH ST, PORTSMOUTH, NH 03801-5423, or the quote you sent has been ordered by the customer online. You will receive credit for assisting with this sale! Nice work!". Below the text is a green smiley face icon. At the bottom of the email body, there is a horizontal line and a note: "This email is automated, so replying won't be helpful. What will help is visiting [FidiumFiber.com](#) or [chatting with us online](#).". The footer of the email includes the text "We're very social. Join us online." followed by icons for Facebook, Twitter, and YouTube. Below the social media icons are links for "FidiumFiber.com" and "Privacy Policy". At the very bottom, it says "Delivered by Fidium" and "2116 South 17th Street | Mattoon, IL 61938".

Order Submission Process



1	Dealer	Sale Type	Sales Rep Name	Date Submitted	Customer Name	Service Address	City	State	Zip	Requested Services	ORD Number	Install Date	
2	Vendor Name	Sale	Rep Name	10/19/2022	Example Name	1749 Camino Real Wy	Antelope	CA	95747	1Gb	12345678	10/31/2022	Email all sales on one daily email to: legacy_d2d_sales@consolidated.com
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													

- Track all sales throughout the day - save names, addresses and order numbers
- Enter sales into the spreadsheet
- Email the spreadsheet at the EOD

Continue to track manually to assist with any discrepancies or questions regarding sales and service orders.

Customer Communication – Customer Email – part 1



Welcome to Fidium! Here's your order confirmation

Thank you so much for choosing Fidium!

Fantastic, you've ordered Fidium Fiber internet for your home — so what's next?

Let's make sure you know how to prepare for your installation and have a record of what you've ordered for future reference.

Order reference info

If you have any questions about your order before your installation date, or if you need to reschedule your appointment, contact us at [1.844.4.FIDIUM \(1.844.434.3486\)](tel:18444343486) or [chat with us online](#).

We'll need the following info to discuss your order:

Order Number: 1-20025402543

Account Number: 120025402509

Customer Personal Identification Number (PIN): Your Customer PIN is a 4-digit number that was created when you signed up for Fidium service. You'll need to have your PIN handy any time you reach out to Customer Service. *We have not included your PIN in this email for security reasons.*

Save the Date!

The big day is coming soon. Please plan for someone age 18 or older to be home for your installation appointment. It's best if it's you or someone you authorize to make decisions about your account on your behalf.

Location: 1 PROSPERITY DR DERRY, NH 03038-7313

Date: 02/18/2022

Arrival time: Between 8:00 AM – 5:00 PM ET

INSIDER TIP: Once we arrive, a typical installation could take between 1.5 to 3 hours. Occasionally, it takes longer than expected, based on things like your home's distance from the street and the number of connected devices you have.

Need to reschedule?

No problem. Just call us at [1.844.4.FIDIUM \(1.844.434.3486\)](tel:18444343486) or [chat with us online to request a new appointment](#). You'll need to have your Order Number and Customer PIN available when you reach out.

To modify or reschedule your order, call [1.844.4.FIDIUM \(1.844.434.3486\)](tel:18444343486).

Getting Ready for Your Appointment

There are a few things we need your help with before we arrive...

1. **[Register for the Fidium.net customer portal BEFORE your installation.](#)** Your portal account needs to be active so we can show you around our customer support tools once we finish setting up your services. If you forget, it's no biggie, but it will take us a few extra minutes to do that with you when we're there.
2. **Write down the WiFi Network Name (SSID) and Password that you currently use to connect to your home WiFi.** We suggest you reuse it for your new network, because all your home WiFi devices will connect to the new WiFi network easier.
3. **Make sure we can get to the areas of your home where we do most of our work.** We'll need to bring a fiber line into your home — typically in the basement or near the electric panel — and will need access to an electrical outlet. We also need a clear path to where you want to plug in your WiFi gateway, which also requires electricity, and should be centrally located in your home (not in a basement or small closet). Try to pick a location for the gateway that's away from other electronics and large metal objects, especially microwaves, cordless home phones or fluorescent lights.

Customer Communication – Customer Email – part 2

Your Services

Monthly charges

Fiber internet plan	
1 Gig Fiber Internet	\$90.00
\$25 Fiber Int Disc 1Yr	-\$25.00
Network Care (WiFi Fiber Gateway, Fiber Int Maint Plan)	\$2.00
AutoPay Discount <small>*Discount applied after enrollment</small>	-\$2.50
Paperless Discount <small>*Discount applied after enrollment</small>	-\$2.50
Total monthly charges	\$62.00

One-time charges

Installation	
Fib Int Prof Install	\$199.00
Fib Int Prof Inst Waiver	-\$199.00
Total one-time charges	\$0.00

INSIDER TIPS:

- Taxes and fees authorized by federal, state or local governments can vary by local jurisdiction and by your service choices, so we can't identify the total amount of these charges in advance.
- Services bill in advance. Depending on your service activation date, your first bill may include a partial month's charges in addition to charges for your first full month of service.
- Your service is subject to the [Fidium Terms of Service](#). Your use of our services indicates your consent to these terms.
- If you haven't already done so, don't forget to [enroll in paperless billing](#) once your service is installed to save \$2.50 a month.
- [Enroll in AutoPay](#) after your service installation to save another \$2.50 a month.

Your contact info

As the Primary Account Holder, you can update and manage your account by phone or online. Once you're registered for [Fidium.net](#), [log in](#) to update your contact info and assign others to view and manage your account.

Name: CHRISTOPHER YANCEY


Phone Number: 916-879-5777

Email: megamind@ace.consolidated.com


Billing Address: 1 PROSPERITY DR DERRY NH 03038-7313

Quick Answers


Technical support, billing, orders, repair requests, special services and more. We're here to help.



Visit the portal:
fidium.net



Chat online
FidiumFiber.com/chat

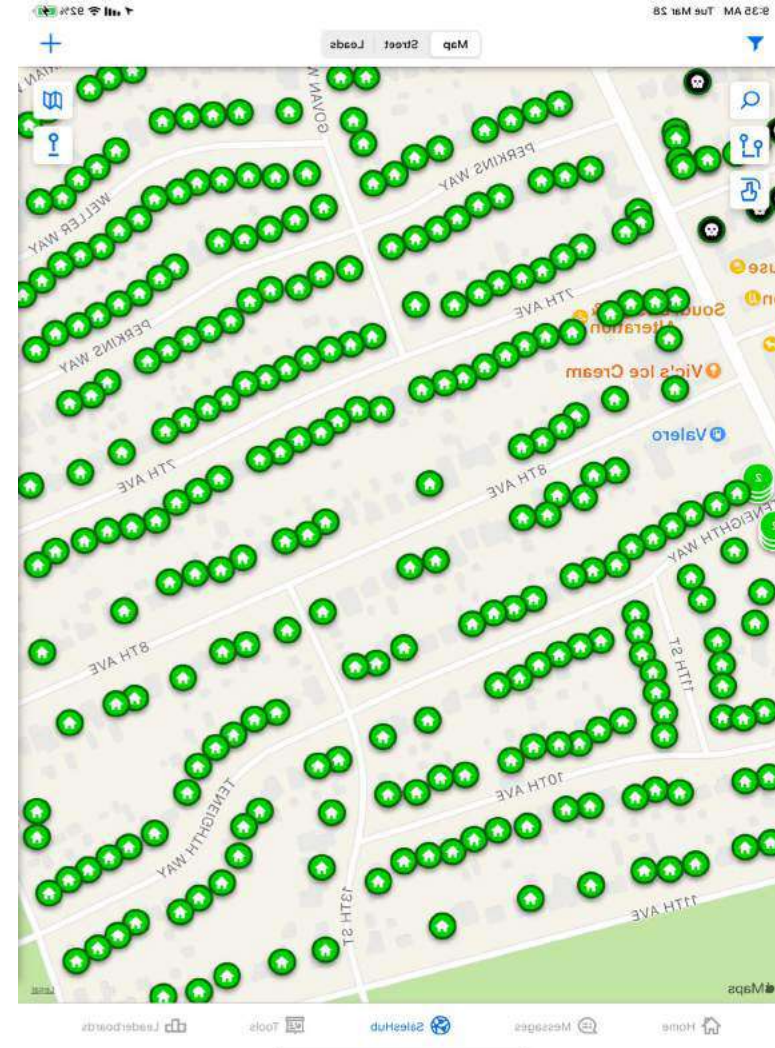
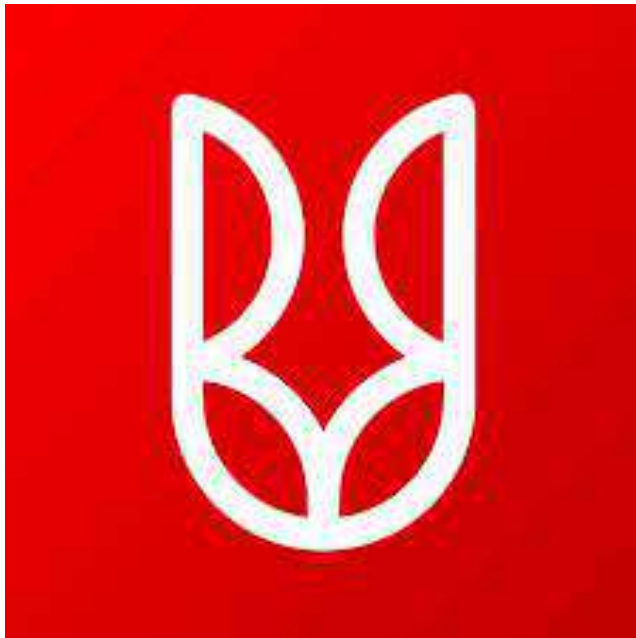


Speak to us
[1.844.4.FIDIUM](tel:18444FIDIUM)
[\(1.844.434.3486\)](tel:18444343486)

Text sent 24 hours prior to install

SalesRabbit Lead Management

- Leads uploaded to Manager for distribution
- Shared or individual user licenses
- Lead Statuses and appointments
- iOS and Android



Salesrabbit Updates

Icon	Name
	Fiber New
	Fiber Try Again
	Fiber No Contact
	Fiber Contact
	Fiber Go back
	Fiber Presentation
	Fiber Sold
	Copper New
	Copper Try Again
	Copper No Contact
	Copper Contact
	Copper Go back
	Copper Presentation
	Copper Sold

Abbreviation
Fbr1
Try1
Non1
Con1
Go1
Sho1
Buy1
Cop2
Try2
Non2
Con2
Go2
Sho2
Buy2

Ty Again	Try#	DOG	Dog (might not be there next time)
		GATE	Gate (might have access next time)
		TAG	Door tag (might be home now)
		BUSY	Couldn't talk (might have time now)
No Contact	Non#	HOA	Private community
		VCNT	Vacant
		BAD	Bad Address
Contact	Con#	CUST	Customer
		DNC	Do Not Contact
		PRICE	Too much
		COMP	Happy with Competitor
		PROD	Product feature inferior
Follow Up	Go#	APPT	Made appt
		CALL	Callback
Presentation	Sho#	COMP	Happy with Competitor
		SPEED	2G, 1G, 250, 50
Sold	Buy#		

