

# About GoNetspeed

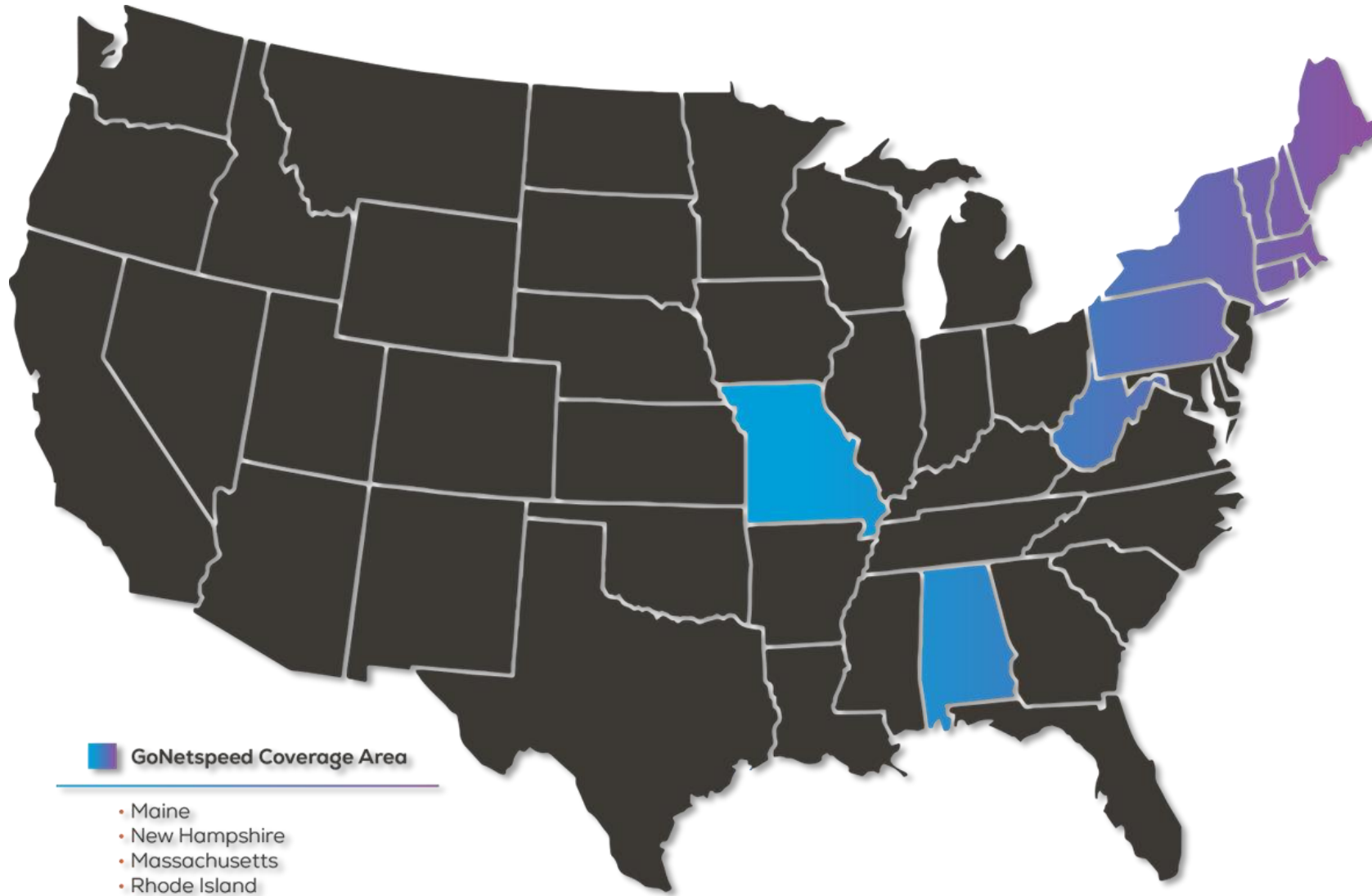
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**We are local experts connecting communities to fast, reliable fiber internet. Our experienced fiber team specializes in providing exceptional technology and customer service you can depend on.**

- ✓ Over 100 years of telecom experience
- ✓ Over 20 years of fiber internet experience
- ✓ Fiber designed, built, and installed by our employees
- ✓ ~500,000 serviceable fiber locations
- ✓ Building ~140,000 additional locations per year

- ✓ Customer focused
- ✓ Real, happy humans here to help
- ✓ Local technicians
- ✓ A+ Better Business Bureau rating & 4.96/5 star reviews

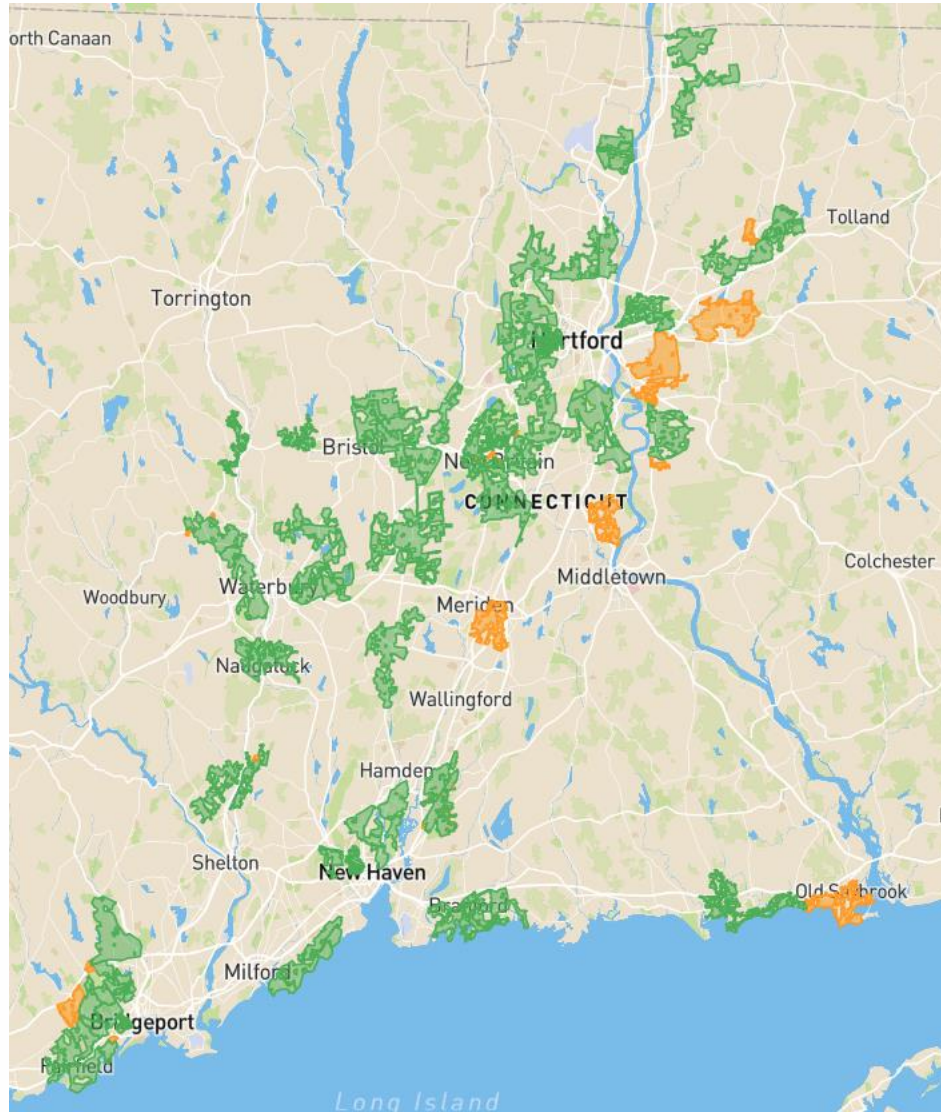




 GoNetspeed Coverage Area

- Maine
- New Hampshire
- Massachusetts
- Rhode Island
- Connecticut
- Vermont
- New York
- Pennsylvania
- West Virginia
- Alabama
- Missouri





## ***Connecticut Opportunity***

- 250,000 Homes Passed with FTTH
- 50,000+ Built in 2023
- 70,000+ Budgeted in 2024





# Meet GiggE.

It's fast. It's hungry. And, oh yeah, it bytes.



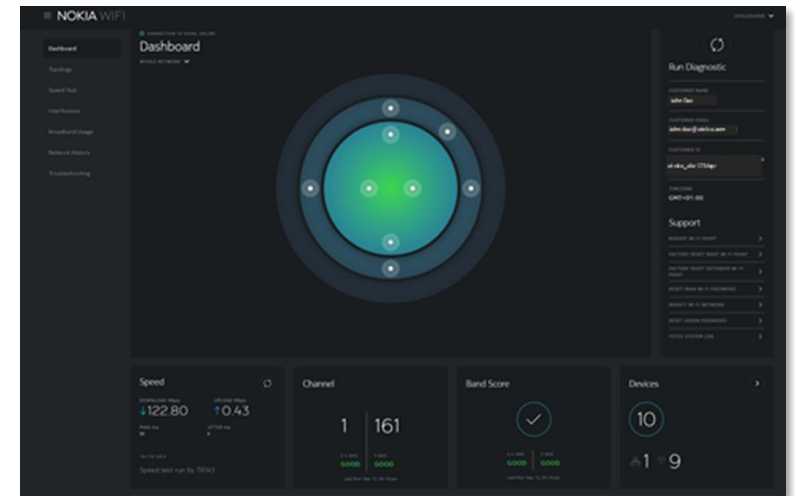
- ✓ Speeds up to 1 Gig
- ✓ FREE Installation
- ✓ FREE Wi-Fi 6 Router
- ✓ Symmetrical Speeds
- ✓ 24/7 Local Technical Support
- ✓ No contracts. No data caps.

**Sign up today and see why life is better with GiggE in your home.**



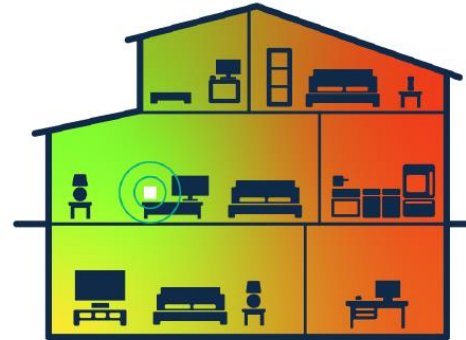
# Router Included

- ▶ **Nokia Beacon 2**
  - ▶ **1500 sq ft**
  - ▶ **Mesh capable**
  - ▶ **Wi-Fi 6**
  - ▶ **Smartphone App**
    - ▶ **SSID and Password**
    - ▶ **Guest Network**
    - ▶ **Scheduling/Blocking/Visibility**
    - ▶ **Remote management w/registration**
  - ▶ **NOC trouble-shooting tools**



# Worry-Free Wi-Fi

# \$10/mo



Standard Router



Worry Free Wi-Fi



## Wall-to-wall coverage

Adding Mesh Extenders to your home provides up to 4,500 sqft of Wi-Fi network coverage



## Ultra-reliable connectivity

Keep every room in your home running at it's peak with ultra-reliable connectivity



## Maintains full Wi-Fi speed

Mesh Extenders work simultaneously using the same network instead of a single point of access. They work together to ensure a strong wireless connection in every nook and cranny of your home.



# Worry-Free Wi-Fi

- Whole home mesh Wi-Fi service
  - Wall-to-wall coverage inside the home
- Technician ensures strong Wi-Fi coverage and installs up to 3 Mesh Access Points (MAPs) to eliminate dead spots
  - No guessing how many are needed
  - No charge for additional access points (max 3)
- “Worry-Free” – GoNetspeed commits that the Wi-Fi will consistently work well across the entire home, or we will fix it
  - No charge for technician visits to fix Wi-Fi if needed



# Connecticut and Pennsylvania Pricing

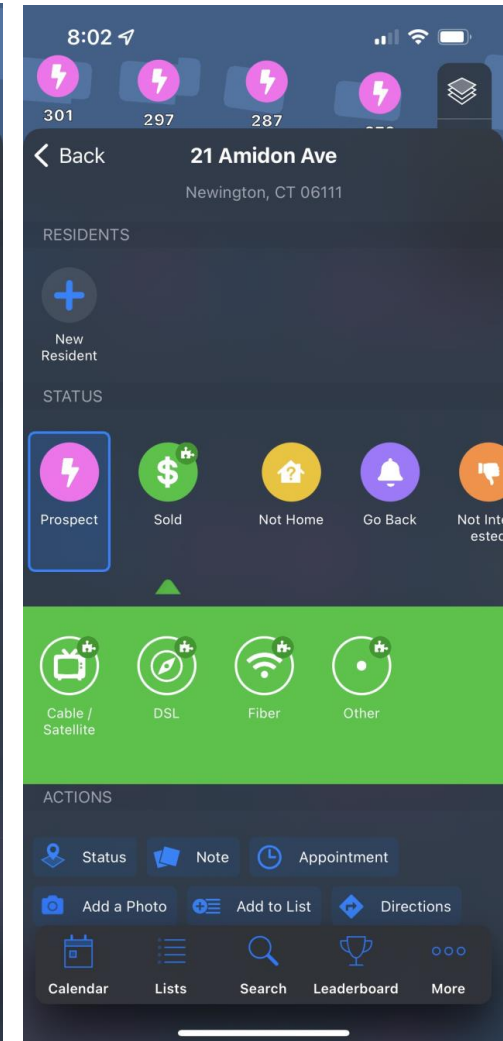
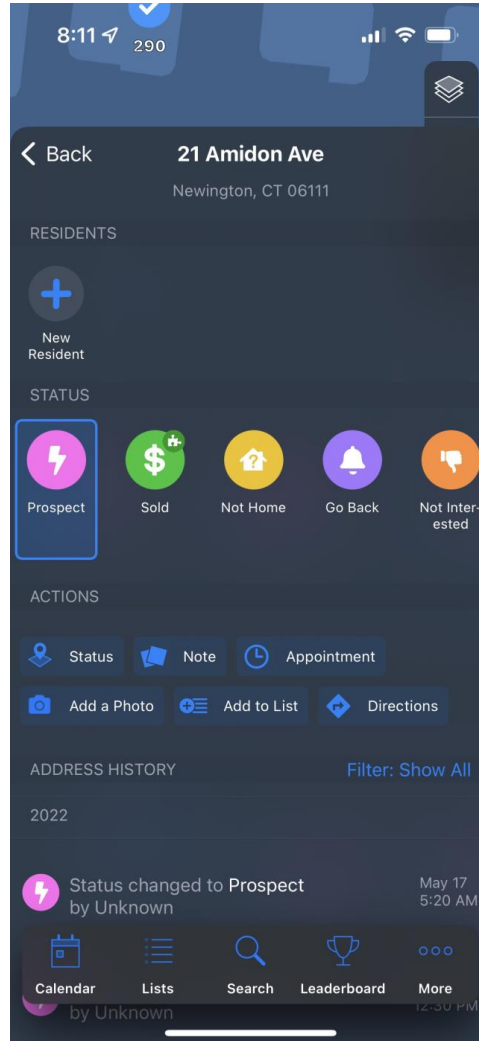
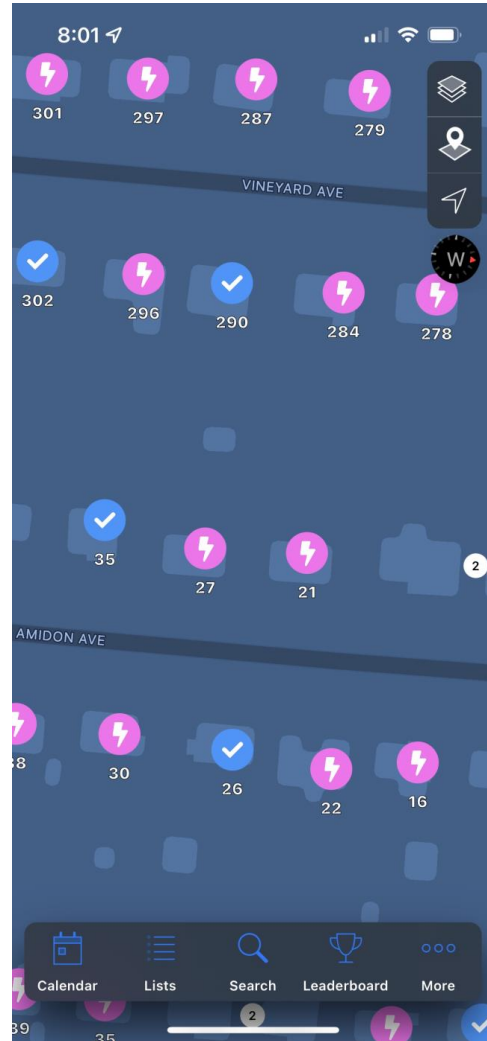
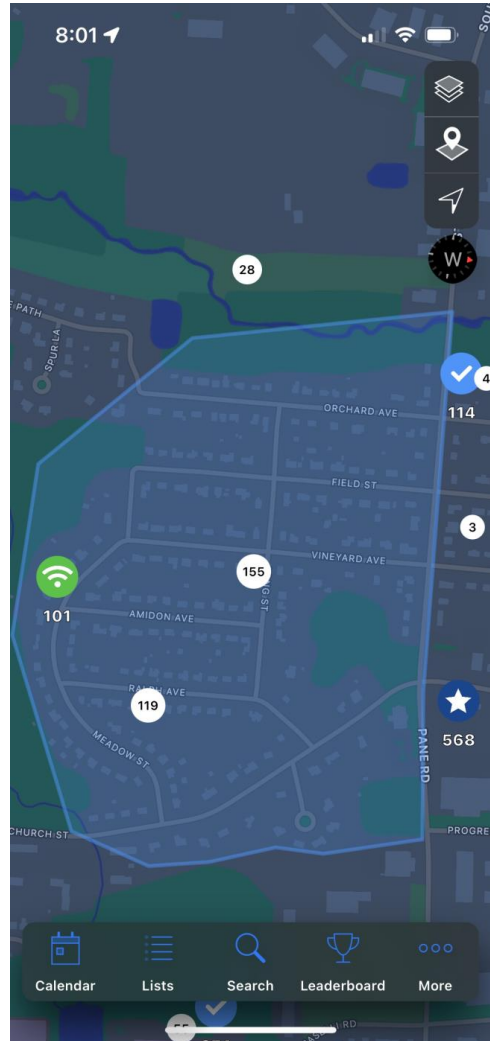
2 GIG	1 GIG	Premium	Standard
<b>2000 Mbps</b>	<b>1000 Mbps</b>	<b>750 Mbps</b>	<b>500 Mbps</b>
<b>\$99.99*/month</b>	<b>\$59.99*/month</b>	<b>\$49.99/month</b>	<b>\$39.99/month</b>
<small>*for 12 months. Price increases by \$10 after 12 months.</small>	<small>*for 12 months. Price increases by \$10 after 12 months.</small>	<small>*for 12 months. Price increases by \$10 after 12 months.</small>	<small>*for 12 months. Price increases by \$10 after 12 months.</small>

Pricing Includes \$10 AutoPay Discount AND \$4.95 Paperless Discount





# D2D Territory Management



# SHOM - Order Entry

Access SHOM:

[Shop \(smarthub.coop\)](https://smarthub.coop/Shop)

<https://gonetspeed.smarthub.coop/Shop.html?debug=true>

You will need:

- Email Address for the Customer
- State
- City
- Street Address
- Apartment/Unit Number (If Applicable)



Shop Residential

## Request Service

To request services, please enter your location below.

Already a customer? [Login to manage your services!](#)

Email Address

State Maine



City Select A City



Street Address

(ex. 222 Example St.)

Apartment, Suite, or Floor

(ex. Apt. 22)

Go!

[Billing & Payments](#) [My Profile](#)

Version: 13.6.1



# SHOM - Schedule Install



[Log In](#) | [GoNetspeed Homepage](#)

## Schedule Installation

Select your installation date from the options below.

Select a specific date

Select Date

I would like a customer service representative to call me to schedule installation.

Continue

[Billing & Payments](#) [My Profile](#)

Version: 13.6.1

Call Us: 833-683-5261

## Schedule Installation

Select your installation date from the options below.

Select a specific date

06/16/2022

Available Times:

10:00 am - 11:15 am EDT

11:15 am - 12:30 pm EDT

12:30 pm - 1:45 pm EDT

1:45 pm - 3:00 pm EDT

3:00 pm - 4:15 pm EDT

I would like a customer service representative to call me to schedule installation.

Continue

# Reporting

## Daily

- Name
- Email
- Address
- Product(s) Sold
- Sales Rep ID
- Created day/time
- Installation Date
- Cancels
- Reschedules
- Notes
- Account Status

## Weekly

- Incentives Paid
  - + Everything from daily file



# KPIs

## TARGETS

- Installation Completion Rate – 90%
- GIG Attach Rate – 50%
- Worry Free Wi-Fi – 20%

## ACTUALS

- Installation Completion Rate – 89.6% YTD
  - 34.8% of Cancellations are Rebooked
- GIG Attach Rate – 38% YTD
- Worry Free Wi-Fi – 12% YTD
  - \*20% Since August 1





# SHOM Order Entry

Access SHOM:

[Shop \(smarthub.coop\)](https://gonetspeed.smarthub.coop)

<https://gonetspeed.smarthub.coop/Shop.html>

You will need:

- Email Address for the Customer
- State
- City
- Street Address
- Apartment (If Applicable)
  
- Hit “GO!”



Shop Residential

## Request Service

To request services, please enter your location below.

**Already a customer?** [Login to manage your services!](#)

Email Address

State

Maine



City

Select A City



Street Address

(ex. 222 Example St.)

Apartment, Suite, or Floor

(ex. Apt. 22)

Go!

[Billing & Payments](#) [My Profile](#)

Version: 13.6.1



# SHOM Order Entry

## Select Package:

- Select “Add to Cart”
- Pricing Varies by State
  
- Select Continue Once Added to Cart



Log In | GoNetSpeed Homepage

Shop Residential 1 ROBIE ST, GORHAM, ME Cart

- Add Internet**
- Add Packages
- Add Phone
- Add TV

## Add Internet

### HIGH SPEED FIBER INTERNET 1G

**\$69.95 / Month**

1G x 1G  
High Speed Fiber Internet with FREE WiFi Router with autopay

Promotional Offers:  
12-month introductory \$69.95

Limited time offer. Price increases by \$10 after 12 months.

[Terms And Conditions](#)  
**Add to Cart**

### HIGH SPEED FIBER INTERNET 500M

**\$59.95 / Month**

500 Mbps x 500 Mbps  
High Speed Fiber Internet with FREE WiFi Router with autopay

Promotional Offers:  
12-month introductory \$59.95

Limited time offer. Price increases by \$10 after 12 months.

[Terms And Conditions](#)  
**Add to Cart**

### HIGH SPEED FIBER INTERNET 250M

**\$49.95 / Month**

250 Mbps x 250 Mbps  
High Speed Fiber Internet with FREE WiFi Router with autopay

Promotional Offers:  
12-month introductory \$49.95

Limited time offer. Price increases by \$10 after 12 months.

[Terms And Conditions](#)  
**Add to Cart**

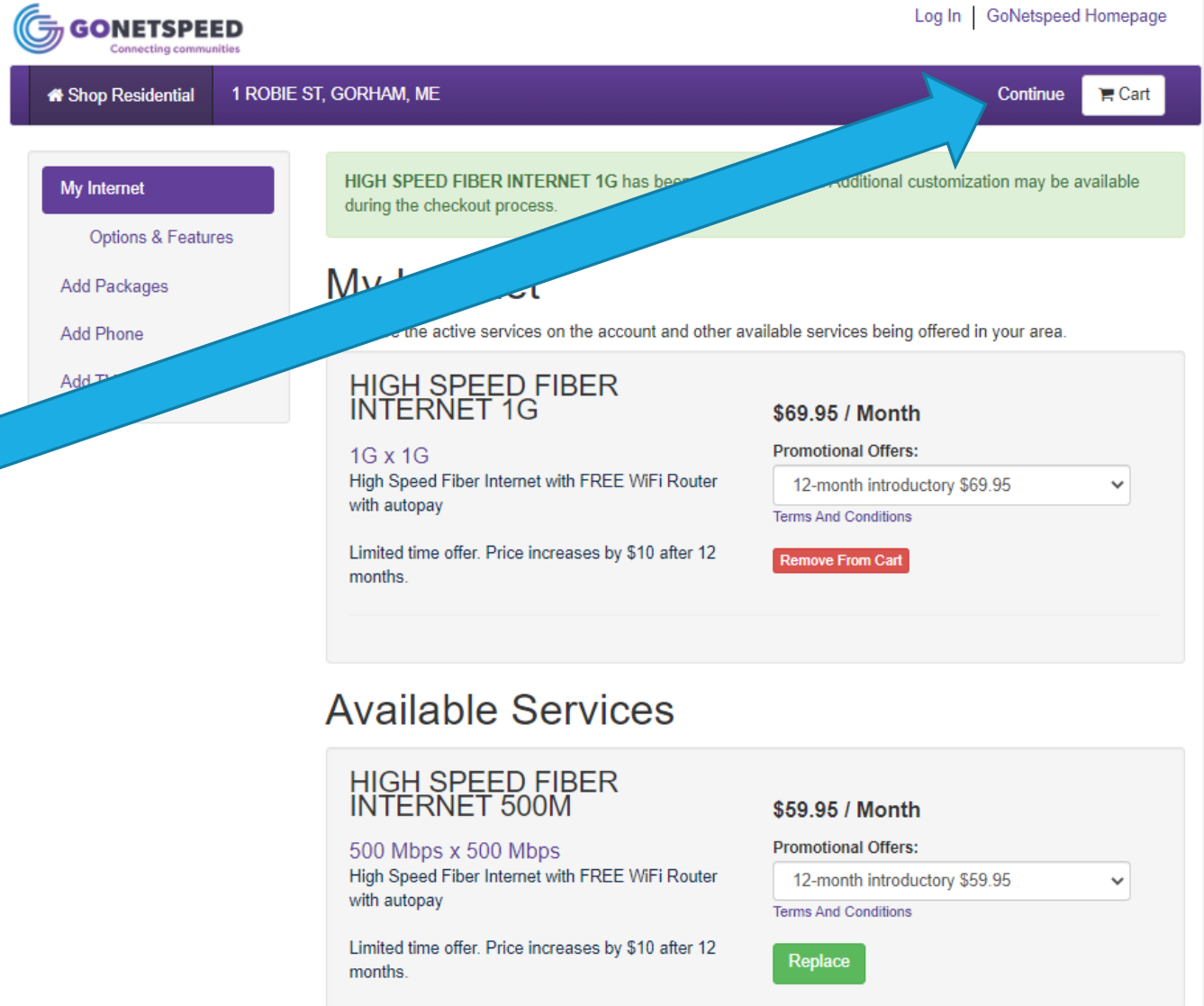


# SHOM Order Entry

## Select Package:

- Select “Add to Cart”
- Pricing Varies by State

- Select “Continue” Once Added to Cart



The screenshot displays the GoNetSpeed website interface. At the top, the logo and tagline 'GONETSPEED Connecting communities' are visible, along with navigation links for 'Log In' and 'GoNetSpeed Homepage'. The main navigation bar includes 'Shop Residential' and the address '1 ROBIE ST, GORHAM, ME'. A 'Continue' button and a 'Cart' icon are also present. A sidebar on the left lists options: 'My Internet', 'Options & Features', 'Add Packages', 'Add Phone', and 'Add TV'. The main content area features a green banner with a warning: 'HIGH SPEED FIBER INTERNET 1G has been added to your cart. Additional customization may be available during the checkout process.' Below this, a section titled 'My Internet' shows the selected package: 'HIGH SPEED FIBER INTERNET 1G' for '\$69.95 / Month'. It includes details about '1G x 1G' service, a 'FREE WiFi Router with autopay', and a '12-month introductory' offer. A 'Remove From Cart' button is visible. The 'Available Services' section below shows another option: 'HIGH SPEED FIBER INTERNET 500M' for '\$59.95 / Month', also with a '12-month introductory' offer and a 'Replace' button. A large blue arrow points from the 'Add to Cart' button in the sidebar to the 'Continue' button in the top navigation bar.



# SHOM Order Entry

## Continue Building Solution

- Mesh Extender Check Box
  - Quantity
- Activation Fees (\$100 Waived)
- Additional Labor (Optional)
- Paper Statement
  - Defaults to Paper \*+\$4.95/mo\* if the customer does not set up paperless

Select “Continue” Once Added to Cart

The screenshot displays the 'Internet Options & Features' section of the SHOM Order Entry interface. The page header includes the 'CONNECT SPEED' logo, 'Shop Residential', the address '1 ROBIE ST, GORHAM, ME', and a 'Continue' button with a cart icon. A sidebar on the left lists 'My Internet' options: 'Options & Features' (selected), 'Add Packages', 'Add Phone', and 'Add TV'. The main content area is divided into three sections: 'Additional Fiber Options', 'Activation Fees', and 'Paper Statements'. The 'Additional Fiber Options' section includes a checkbox for 'MESH EXTENDER' priced at \$9.95 / Month, with a 'Quantity' field and a description: 'Add Mesh Extenders for an improved Whole Home WiFi Solution'. The 'Activation Fees' section includes a checked checkbox for 'FIBER ACTIVATION' (\$100.00 One-Time Charge), a checked checkbox for 'FIBER ACTIVATION PROMO CREDIT' (-\$100.00 One-Time Charge), and an unchecked checkbox for 'LABOR FIRST HOUR' (\$110.00 One-Time Charge). Below the labor fee, there is a section for 'ADDITIONAL INSIDE WIRING' with a description: 'Additional wiring requested outside of initial installation is subject to a labor fee of \$110 for the first hour, and an additional \$55.00 for each incremental 30 minutes. One hour minimum required.' The 'Paper Statements' section includes a checked checkbox for 'PAPER STATEMENT\*' priced at \$4.95 / Month, with a description: '\*You will receive a SmartHub Registration email where you can turn on paperless statements to avoid this charge' and a 'View Details' link. A 'Scroll to Top' button is located at the bottom left, and a 'Continue' button is at the bottom center. A large blue arrow points from the 'Continue' button at the bottom to the 'Continue' button at the top right.



# SHOM Order Entry

Review Shopping Cart...

Select "Continue" Once Added to Cart



Log In | GoNetspeed Homepage

Shop Residential

1 ROBIE ST, GORHAM, ME

My Internet

Options & Features

Add Packages

Add Phone

Add TV

## Checkout - Review Cart

Please review the items in your cart.

Review Cart

Billing & Contact

Account Setup

Review

Summary

Show Details

	Recurring	One-Time
Internet		
HIGH SPEED FIBER INTERNET 1G Contract: 12-month introductory \$69.95	\$69.95	
FIBER ACTIVATION		\$100.00
FIBER ACTIVATION PROMO CREDIT		-\$100.00
PAPER STATEMENT*	\$4.95	
<b>Totals</b>	<b>\$74.90*</b>	<b>\$0.00*</b>

\*You will receive a SmartHub Registration email where you can Turn On Paperless statements to avoid a paper statement charge.

Other taxes, surcharges and fees may apply for non-internet services or equipment.

Additional prorated charges may apply based on installation date.

Continue





# SHOM Order Entry

Acknowledge Terms and Conditions – 12 Month Introductory Pricing

Check “I Accept the Terms and Conditions”

Click “OK”

The screenshot shows a web browser interface for GoNetspeed. A modal window titled "Terms and Conditions" is open, displaying the following text:

**12-month introductory \$69.95**  
Subject to availability. Introductory 12-month promotional price for new residential customers only with electronic billing. After 12-month promotional period, price will increase by \$10.00 to GoNetspeed's standard pricing. Connection speeds delivered at the router. Wireless performance may vary depending upon the age and configuration of customer devices and distance from router. Non-GoNetspeed Wi-Fi routers are permitted but not supported. Applicable taxes and government surcharges not included.

At the bottom of the modal, there is a checkbox labeled "I accept the terms and conditions" and an "OK" button.

The background shows the GoNetspeed logo and navigation menu with options like "Shop Residential", "My Internet", "Options & Features", "Add Packages", "Add Phone", and "Add TV".

FIBER ACTIVATION	\$100.00
FIBER ACTIVATION PROMO CREDIT	-\$100.00

# SHOM Order Entry

Shop Residential

1 ROBIE ST, GORHAM, ME

## Enter Contact Information

- First Name
- Last Name

## Enter Billing Address

- Street Address
- City
- State
- Zip

My Internet

Options & Features

Add Packages

Add Phone

Add TV

## Checkout - Billing & Contact

Please provide the following information for billing and contact information.

Review Cart ✓

Billing & Contact

Account Setup

Review

First Name\*

TEST

Last Name\*

TEST

E-Mail Address\*

This will be the E-Mail Address used to log in to your online account.

TEST@TEST.COM

Contact Number\*

123-567-8910

### Billing Address

Address Line 1\*

1 ROBIE ST

Address Line 2

City\*

GORHAM

State\*

ME - MAINE

ZIP Code\*

04038

Go Back

Continue

Scroll to Top

Click "Continue"



# SHOM Order Entry

## Account Setup

- Select a Security Question

Click "Continue"



Log In | GoNetspeed Homepage

Shop Residential 1 ROBIE ST, GORHAM, ME

- My Internet
- Options & Features
- Add Packages
- Add Phone
- Add TV

## Checkout - Account Setup

Please provide the following information for your new account.

Review Cart | Billing & Contact | **Account Setup** | Review

E-Mail Address:

TEST@TEST.COM

Secret Hint Question\*

Please choose a Security Question below to answer. This will be used if you forget your login credentials.

Select A Question [v] Enter your answer here

- Select A Question
- WHO WAS YOUR MAID OF HONOR?
- YOUR FAVORITE FICTIONAL CHARAC
- FIRST CAR
- WHAT IS YOUR FAVORITE MOVIE?
- THE NAME OF YOUR FIRST PET
- YOUR FAVORITE PET'S NAME?
- WHAT COLOR WAS YOUR FIRST CAR?
- YOUR FAVORITE INSTRUMENT
- YOUR FAVORITE AUTHOR?
- YOUR FAVORITE BOOK?
- YOUR FAVORITE SPORTS TEAM?
- FIRST BOSS NAME
- YOUR FAVORITE FRUIT?
- FAVORITE SEASON
- THE NAME OF YOUR FIRST PET
- WHO IS YOUR FAVORITE ACTOR?
- SPELL YOUR LUCKY NUMBER
- WHAT IS YOUR FAVORITE SPORT?
- WHO WAS YOUR BEST MAN?

Billing & Payments My Profile

Version: 13.6.1

Call Us: 833-683-5261



# IMPORTANT!!!!!!

- My Internet
- Options & Features
- Add Packages
- Add Phone
- Add TV

## Checkout - Review

Please review and confirm your order is correct before continuing.

- Review Cart ✓
- Billing & Contact ✓
- Account Setup ✓
- Review

### Order Review

TEST TEST

**Service Address**  
1 ROBIE ST, GORHAM, ME

### Billing Information

**Billing Address**  
1 ROBIE ST, GORHAM, ME, 04038

### Order Summary Show Details

#### New Service Request:

	Recurring	One-Time
Internet		
HIGH SPEED FIBER INTERNET 1G Contract: 12-month introductory \$69.95	\$69.95	
FIBER ACTIVATION		\$100.00
FIBER ACTIVATION PROMO CREDIT		-\$100.00
PAPER STATEMENT*	\$4.95	
<b>Totals</b>	<b>\$74.90*</b>	<b>\$0.00*</b>

\*You will receive a SmartHub Registration email where you can Turn On Paperless statements to avoid a paper statement charge.

Other taxes, surcharges and fees may apply for non-internet services or

Scroll to Top

New Service Request:	Recurring	One-Time
Internet		
HIGH SPEED FIBER INTERNET 1G Contract: 12-month introductory \$69.95	\$69.95	
FIBER ACTIVATION		\$100.00
FIBER ACTIVATION PROMO CREDIT		-\$100.00
PAPER STATEMENT*	\$4.95	
<b>Totals</b>	<b>\$74.90*</b>	<b>\$0.00*</b>

\*You will receive a SmartHub Registration email where you can Turn On Paperless statements to avoid a paper statement charge.

Other taxes, surcharges and fees may apply for non-internet services or equipment.

Additional prorated charges may apply based on installation date.

How did you hear about us? \*

Select a Connect Reason

Comments:

YOU MUST ENTER YOUR AGENT CODE HERE!!!

XXX1011

I'm not a robot



Go Back

Submit

Scroll to Top

[Billing & Payments](#) [My Profile](#)

Version: 13.6.1

Call Us: 833-6



# IMPORTANT!!!!!!

\$\$\$\$\$

New Service Request:		
	Recurring	One-Time
Internet		
HIGH SPEED FIBER INTERNET 1G Contact: 12-month introductory \$69.95	\$69.95	
FIBER ACTIVATION		\$100.00
FIBER ACTIVATION PROMO CREDIT		-\$100.00
PAPER STATEMENT*	\$4.95	
<b>Totals</b>	<b>\$74.90*</b>	<b>\$0.00*</b>

\*You will receive a SmartHub Registration email where you can Turn On Paperless statements to avoid a paper statement charge.  
Other taxes, surcharges and fees may apply for non-internet services or equipment.  
Additional prorated charges may apply based on installation date.

\$\$\$\$\$

\$\$\$\$\$


***If you want to get paid, you will enter your assigned Agent ID here – XXX1011***

You must also select a “How did you hear about us” answer...

Click “I am not a robot”, then Click “Submit”

How did you hear about us? \*  
Select a Connect Reason

Comments:  
YOU MUST ENTER YOUR AGENT CODE HERE!!!  
XXX1011

I'm not a robot   
reCAPTCHA  
Privacy - Terms

Go Back Submit

Scroll to Top

[Billing & Payments](#) [My Profile](#)

Version: 13.6.1

Call Us: 833-6





## Schedule Installation

Select your installation date from the options below.

**Select a specific date**

Select Date

**I would like a customer service representative to call me to schedule installation.**

Continue

[Billing & Payments](#) [My Profile](#)

Call Us: 833-683-5261



## Schedule Installation

Select your installation date from the options below.

**Select a specific date**

**Available Times:**

10:00 am - 11:15 am EDT

11:15 am - 12:30 pm EDT

12:30 pm - 1:45 pm EDT

1:45 pm - 3:00 pm EDT

3:00 pm - 4:15 pm EDT

**I would like a customer service representative to call me to schedule installation.**

Continue



## Order Confirmation Number 206655

 Print

TEST TEST

Thank you for your order.  
TEST@TEST.COM  
You will receive an email with instructions for setting your password.

### Service Address

1 ROBIE ST, GORHAM, ME

## Installation

Your installation has been scheduled for 06/16/2022 10:00 am - 11:15 am EDT.

## Order Details

Show Details

	Recurring	One-Time
Internet		
HIGH SPEED FIBER INTERNET 1G Contract: 12-month introductory \$69.95	\$69.95	
FIBER ACTIVATION PROMO CREDIT		-\$100.00
FIBER ACTIVATION		\$100.00
PAPER STATEMENT*	\$4.95	
<b>Totals</b>	<b>\$74.90*</b>	<b>\$0.00*</b>

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Other taxes, surcharges and fees may apply for non-internet services or equipment.

Additional prorated charges may apply based on installation date.



**canvass**  
by EMBER



# Canvass Tutorial for GoNetspeed Direct Sales Representatives



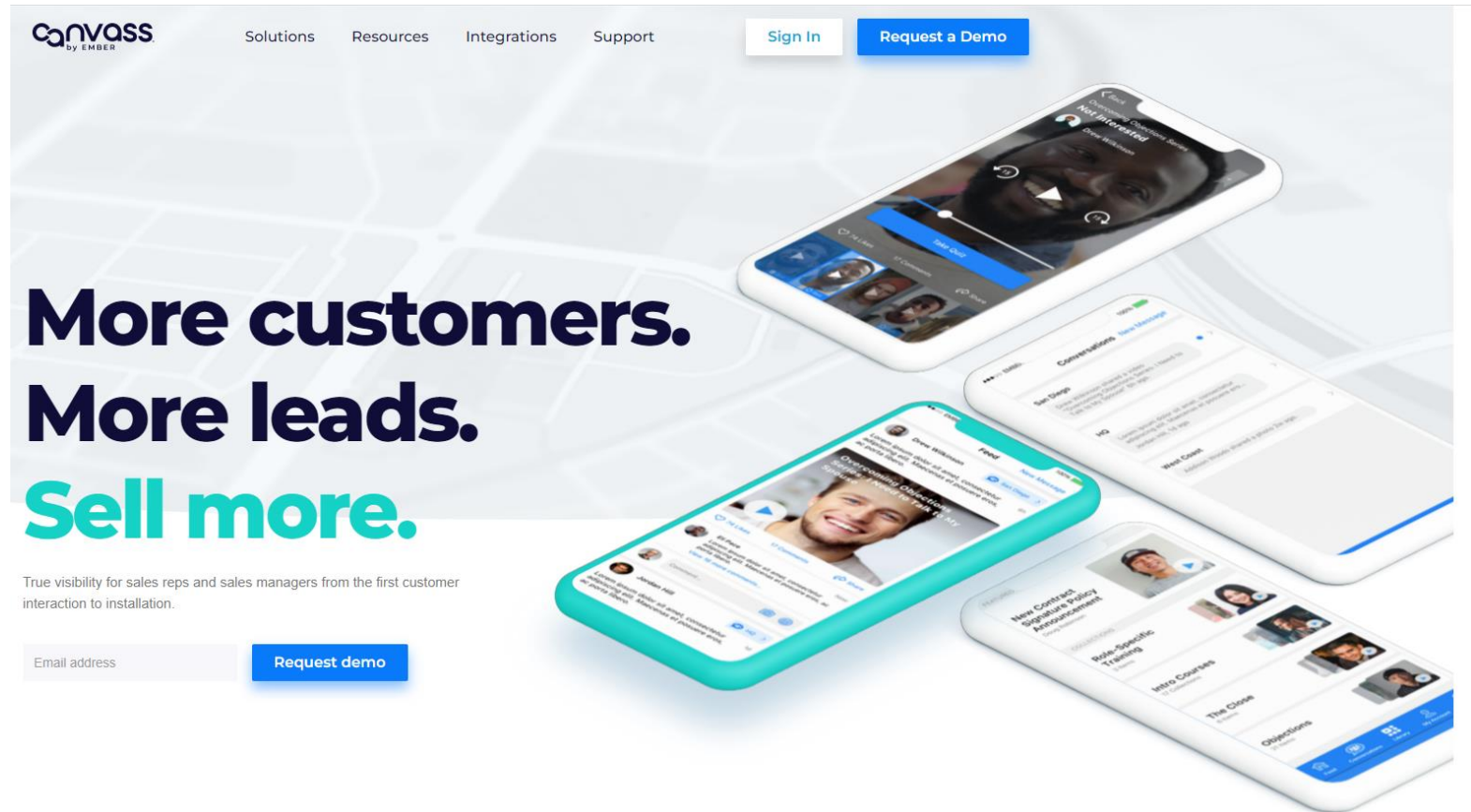
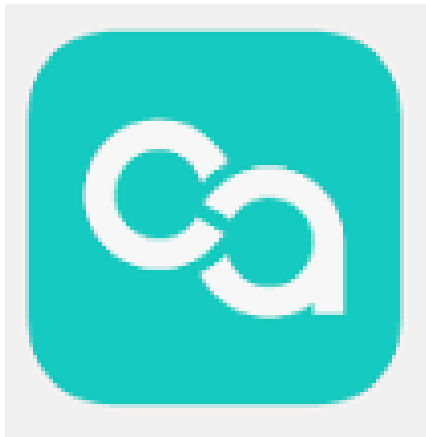
# Log-In Process

Go to [www.canvass.com](http://www.canvass.com)

Click “Sign In” on the top of the screen on a desktop

or

download the Canvass App from the App Store






**More customers.  
More leads.  
Sell more.**


True visibility for sales reps and sales managers from the first customer interaction to installation.

Email address  [Request demo](#)



Company Name...  
Otelco

7:55   







Company Name

This field is generally your company name with no spaces. Please contact your leadership if you are having problems.

[Next](#)

Company: Otelco [Change](#)

7:55   



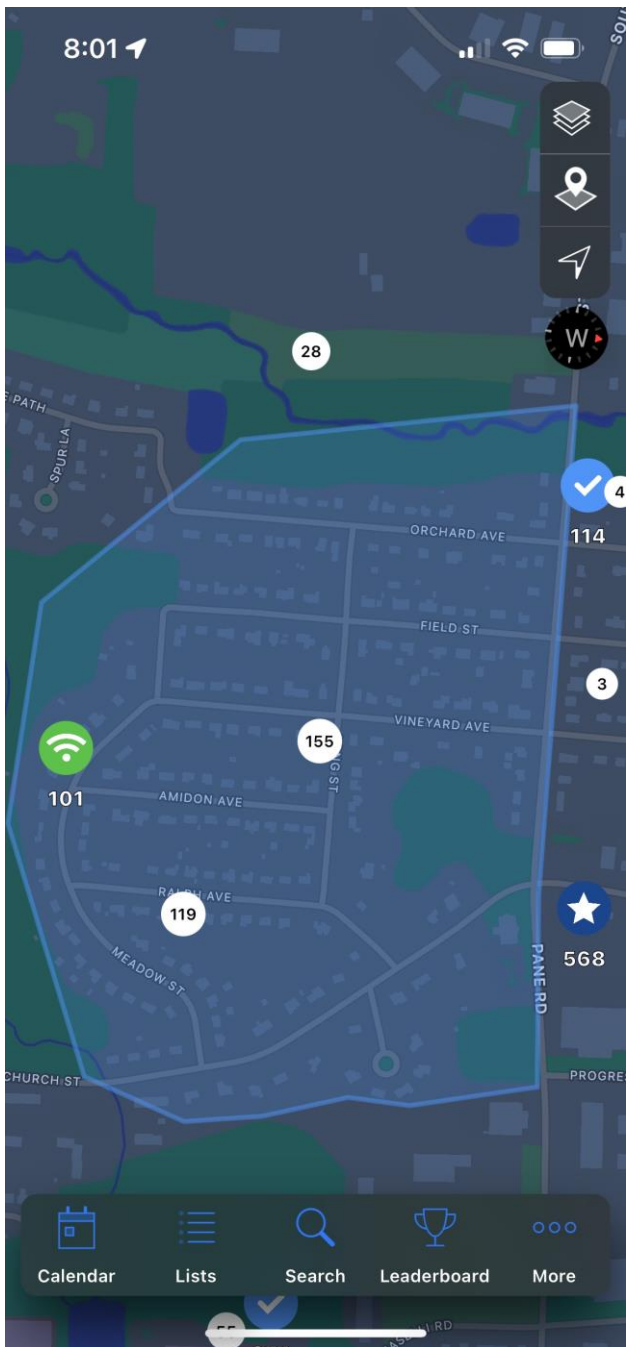
Email Address

Password

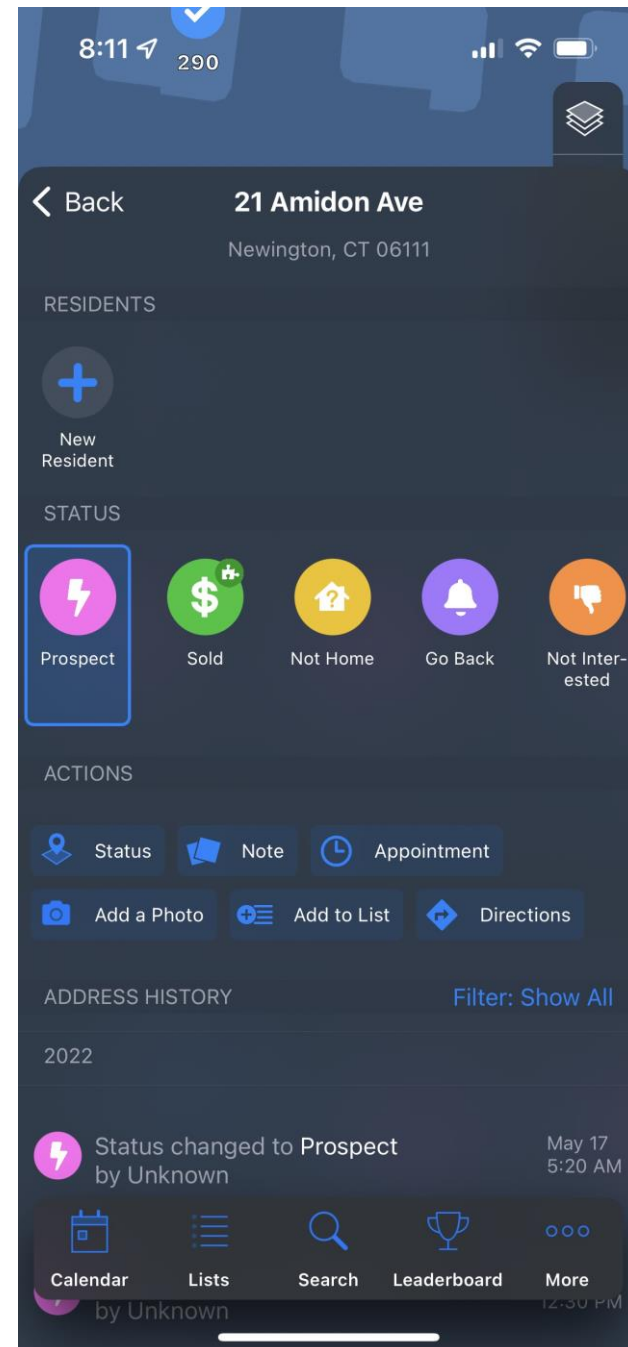
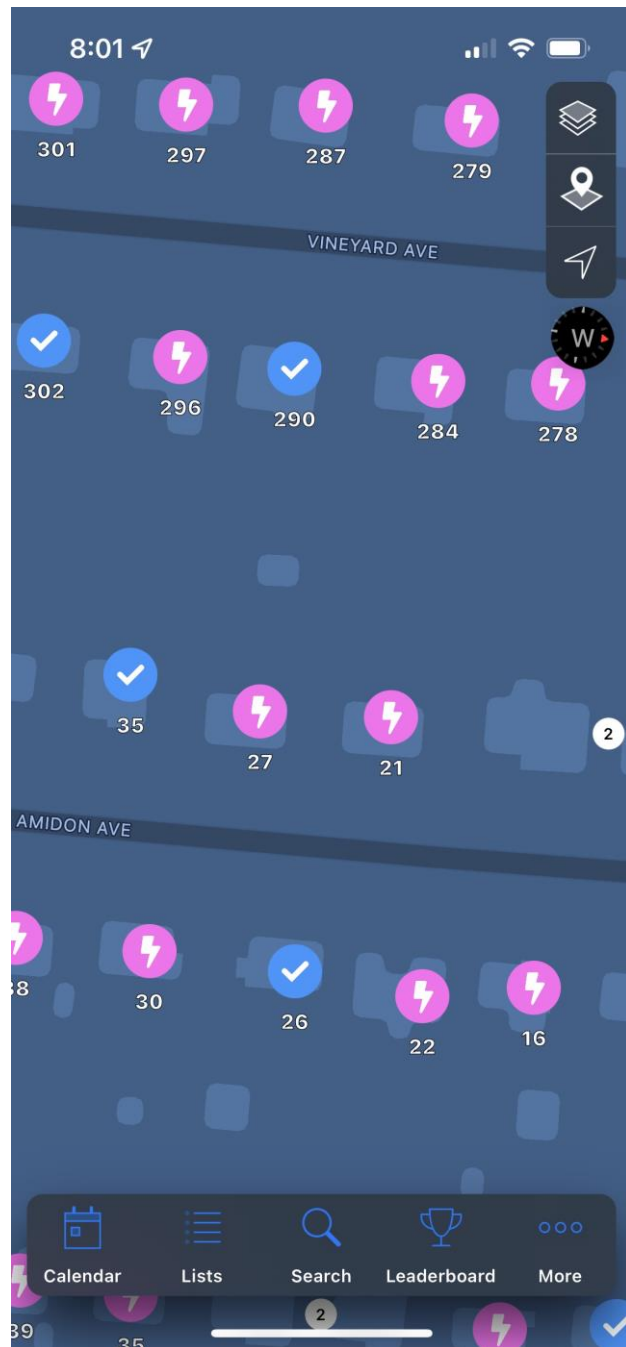
[Forgot Password?](#)

[Loading...](#)

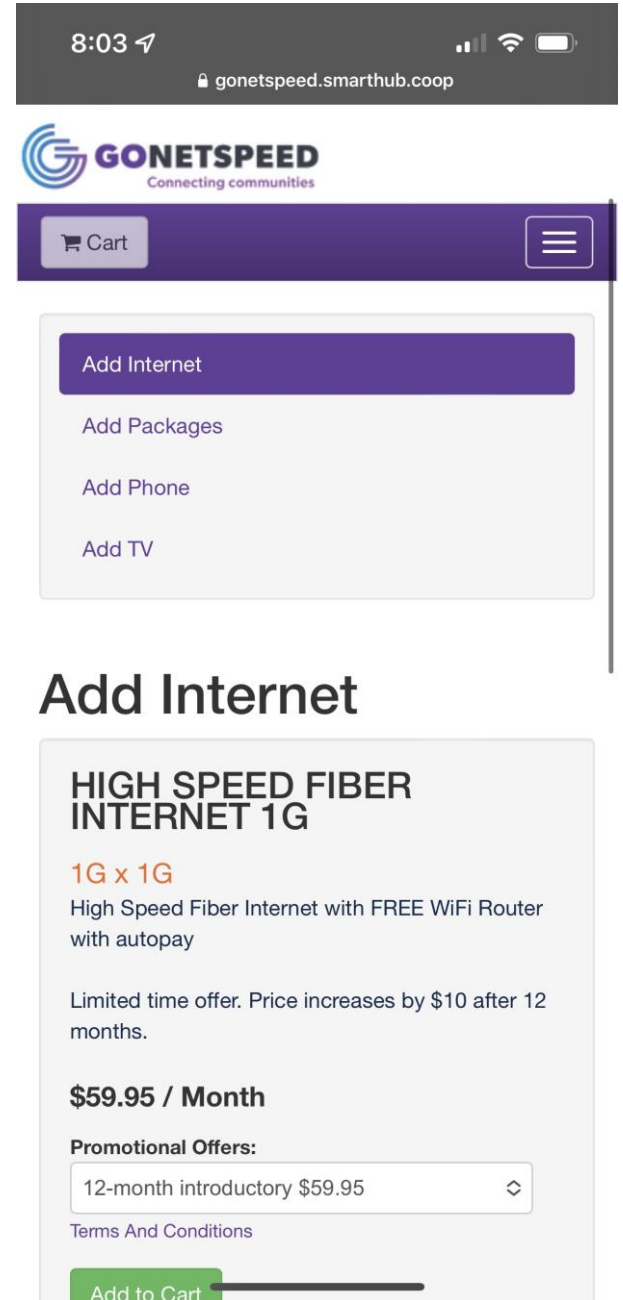
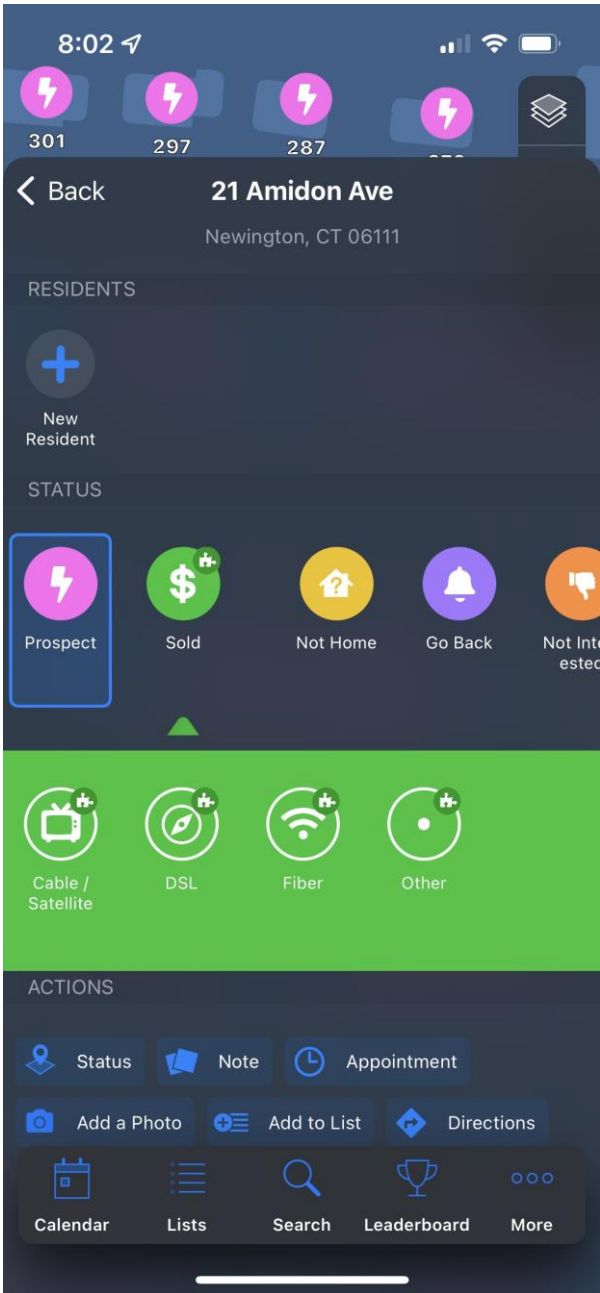




Knock the  
"Pink"  
PROSPECT  
DOORS...









# Other Features...Search by Status, Address...

