



RIPPLE FIBER

Indirect D2D Training

D2D Order Entry Process

May 2025

Overview

Order Entry Process

Address Qualification

Package Selection

Autopay & Scheduling

Final Order Confirmation

Order Status Reference



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Step 1: Knock, Scan & Qualify

Knock on the door and engage the customer.

Rep will scan the QR code.

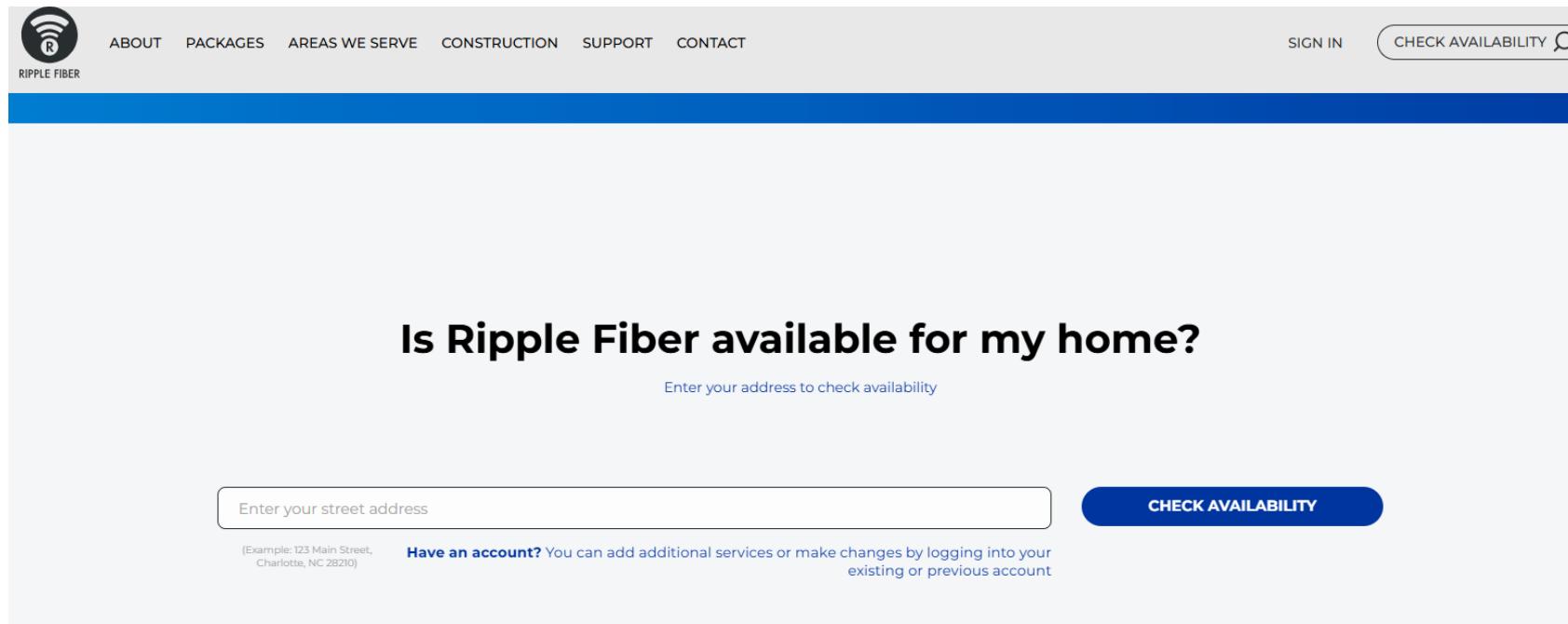
Once you scan the QR code you will be directed to this screen to check address serviceability

- Three possible results:

 Great News – Ready to order.

 Show Interest – Not fully serviceable.

 Existing Account / Moving – Already ordered.



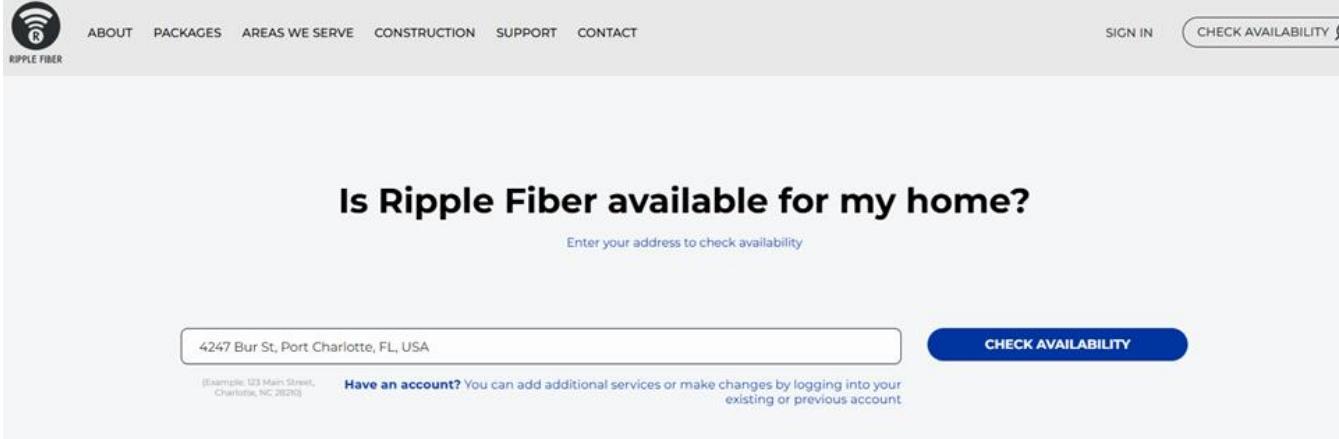
The screenshot shows the Ripple Fiber website's address availability check page. At the top, there is a navigation bar with links for ABOUT, PACKAGES, AREAS WE SERVE, CONSTRUCTION, SUPPORT, and CONTACT. On the right side of the navigation bar are links for SIGN IN and CHECK AVAILABILITY with a magnifying glass icon. Below the navigation bar, a large blue header bar spans across the page. The main content area has a white background with a large, bold, black text "Is Ripple Fiber available for my home?". Below this text is a smaller, blue, italicized text "Enter your address to check availability". There is a text input field with the placeholder "Enter your street address" and a note below it: "(Example: 123 Main Street, Charlotte, NC 28210)". To the right of the input field is a blue button with the white text "CHECK AVAILABILITY". At the bottom of the page, there is a note: "Have an account? You can add additional services or make changes by logging into your existing or previous account".



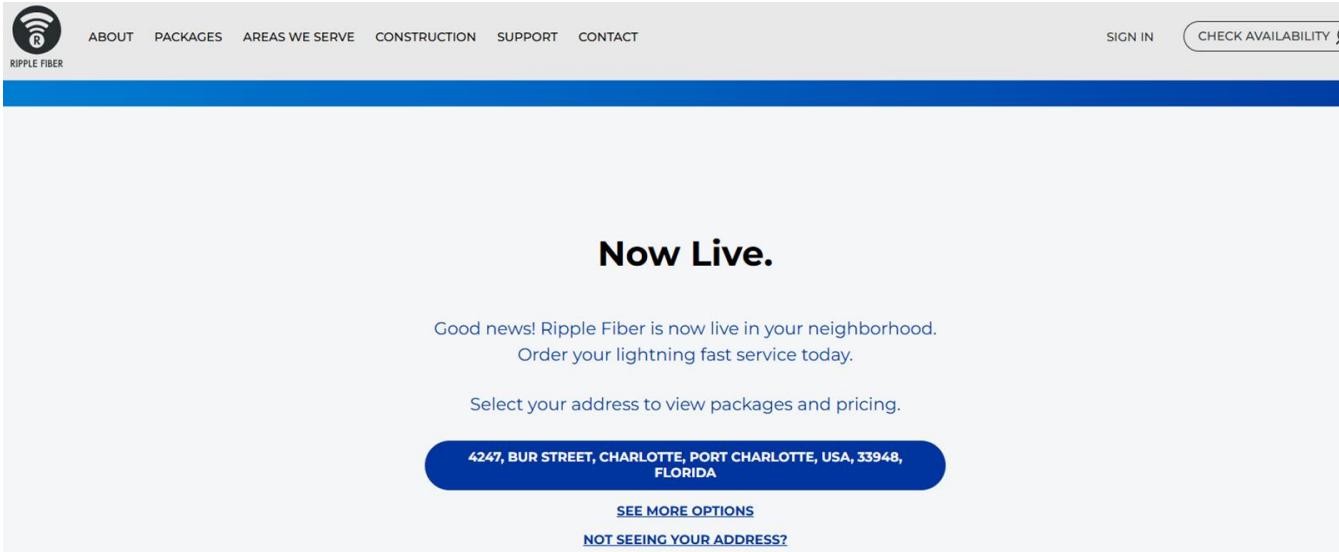
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Step 2: Confirm Address

Select the correct address shown in the app.



The screenshot shows the Ripple Fiber website's address checker. At the top, there's a navigation bar with links for ABOUT, PACKAGES, AREAS WE SERVE, CONSTRUCTION, SUPPORT, and CONTACT. On the right of the bar are SIGN IN and CHECK AVAILABILITY buttons. The main content area has a heading 'Is Ripple Fiber available for my home?' and a sub-instruction 'Enter your address to check availability'. Below this is a search input field containing '4247 Bur St, Port Charlotte, FL, USA'. To the right of the input is a 'CHECK AVAILABILITY' button. Below the input field, there's a note: 'Have an account? You can add additional services or make changes by logging into your existing or previous account.' A small note at the bottom left of the input field says '(Example: 123 Main Street, Charlotte, NC 28210)'.



The screenshot shows the Ripple Fiber website's confirmation page. The top navigation bar and 'CHECK AVAILABILITY' button are identical to the previous screenshot. The main content area features a large, bold 'Now Live.' heading. Below it, a message reads: 'Good news! Ripple Fiber is now live in your neighborhood. Order your lightning fast service today.' A sub-instruction 'Select your address to view packages and pricing.' is present. Below this is a blue button with the address '4247, BUR STREET, CHARLOTTE, PORT CHARLOTTE, USA, 33948, FLORIDA'. At the bottom of the page are two links: 'SEE MORE OPTIONS' and 'NOT SEEING YOUR ADDRESS?'.



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Step 3: Complete Customer Information

- Enter customer information and check the “Text” opt-in box.
- Press Submit button.



ABOUT PACKAGES AREAS WE SERVE CONSTRUCTION SUPPORT CONTACT SIGN IN CHECK AVAILABILITY

First name*

Last name*

Email*

Mobile phone*

United States

I agree to receive promotional text messages from Ripple Fiber, including special offers and new product updates. Message frequency varies. Message & data rates may apply. Reply HELP for help. Reply STOP to opt out. Consent is not a condition of purchase. See our Privacy Policy for more information.

By providing your mobile number, you agree to receive text messages related to your order, account, or service (such as installation scheduling, outage alerts, or appointment confirmations).

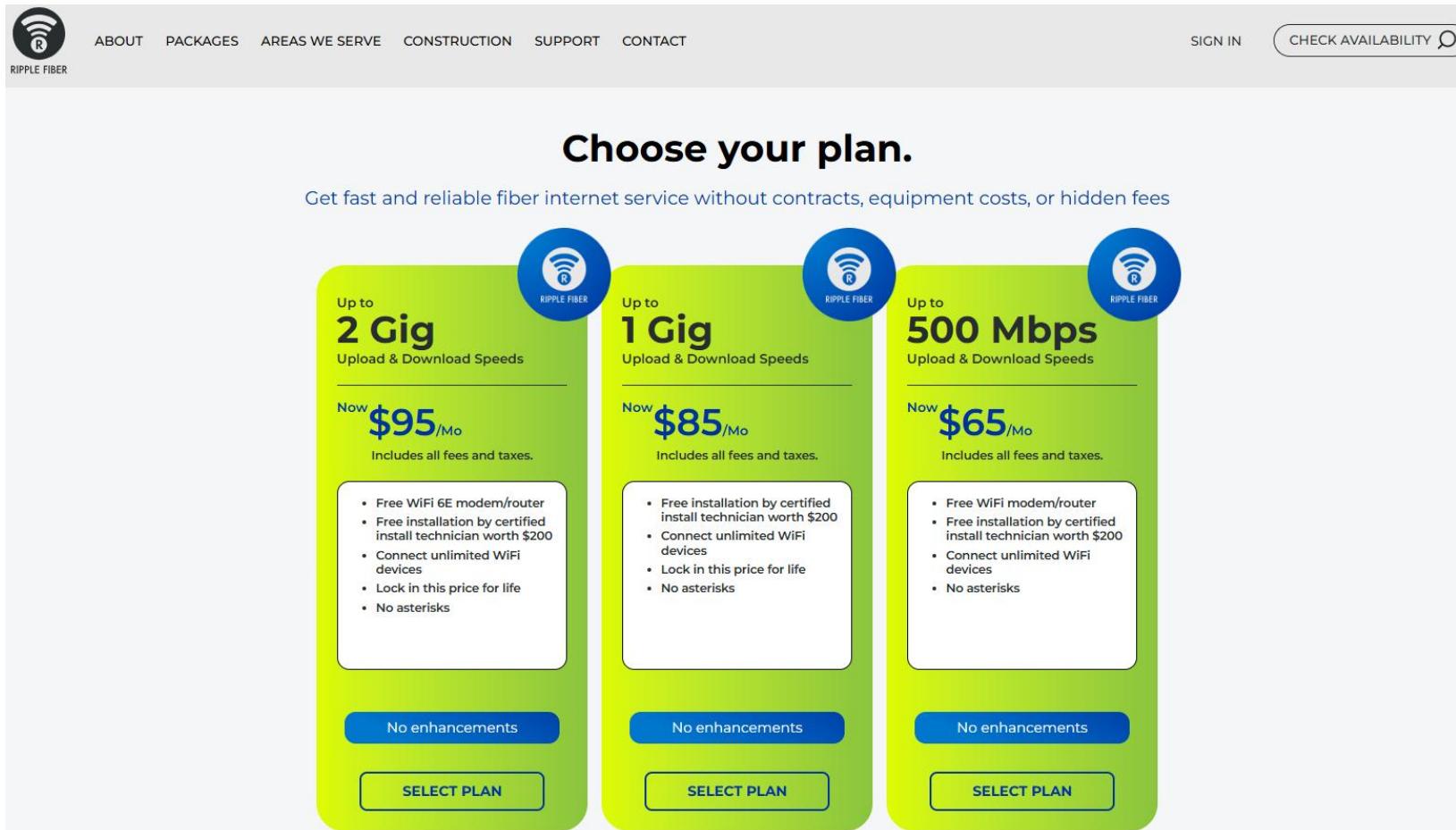
By clicking submit below, you consent to allow Ripple Fiber to store and process the personal information submitted above to provide you the content requested.



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Step 4: Choose Plan

Choose plan and press “Select Plan”



The screenshot shows the Ripple Fiber website's "Choose your plan" section. At the top, there's a navigation bar with links for ABOUT, PACKAGES, AREAS WE SERVE, CONSTRUCTION, SUPPORT, and CONTACT. On the right of the navigation bar are links for SIGN IN and a "CHECK AVAILABILITY" button with a magnifying glass icon. The main heading "Choose your plan." is in bold black text. Below it is a sub-headline: "Get fast and reliable fiber internet service without contracts, equipment costs, or hidden fees". The page displays three plan options, each with a green gradient background and a blue circular icon containing a white "R" and a WiFi signal icon:

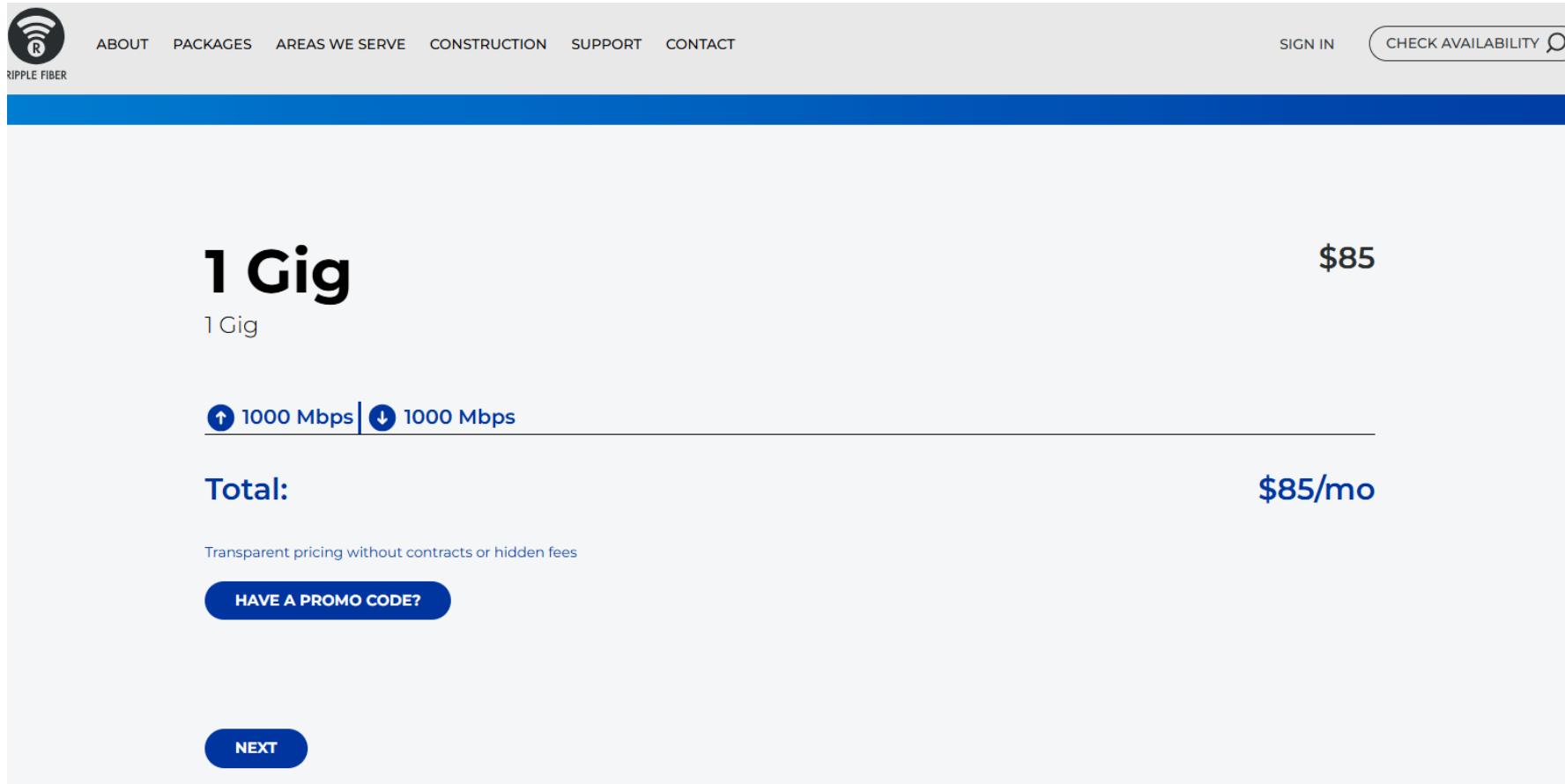
- Up to 2 Gig** (Upload & Download Speeds)
Now **\$95/Mo**
Includes all fees and taxes.
• Free WiFi 6E modem/router
• Free installation by certified install technician worth \$200
• Connect unlimited WiFi devices
• Lock in this price for life
• No asterisks
No enhancements
[SELECT PLAN](#)
- Up to 1 Gig** (Upload & Download Speeds)
Now **\$85/Mo**
Includes all fees and taxes.
• Free installation by certified install technician worth \$200
• Connect unlimited WiFi devices
• Lock in this price for life
• No asterisks
No enhancements
[SELECT PLAN](#)
- Up to 500 Mbps** (Upload & Download Speeds)
Now **\$65/Mo**
Includes all fees and taxes.
• Free WiFi modem/router
• Free installation by certified install technician worth \$200
• Connect unlimited WiFi devices
• No asterisks
No enhancements
[SELECT PLAN](#)



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Step 5: Package Summary and Add Promo

- Verify correct package.
- Press “HAVE A PROMO CODE?”
- Add appropriate promo code, if applicable



The screenshot shows a package summary page for Ripple Fiber. At the top, there is a navigation bar with links for ABOUT, PACKAGES, AREAS WE SERVE, CONSTRUCTION, SUPPORT, and CONTACT. There are also SIGN IN and CHECK AVAILABILITY buttons. The main content area displays a package summary for a "1 Gig" plan. The plan is described as "1 Gig" with "1000 Mbps" upload and download speeds. The price is listed as "\$85". Below this, a "Total:" label is followed by "\$85/mo". A note states "Transparent pricing without contracts or hidden fees". A "HAVE A PROMO CODE?" button is present, and a "NEXT" button is located at the bottom left. The Ripple Fiber logo is in the bottom right corner.

1 Gig \$85

1 Gig

1000 Mbps | 1000 Mbps

Total: \$85/mo

Transparent pricing without contracts or hidden fees

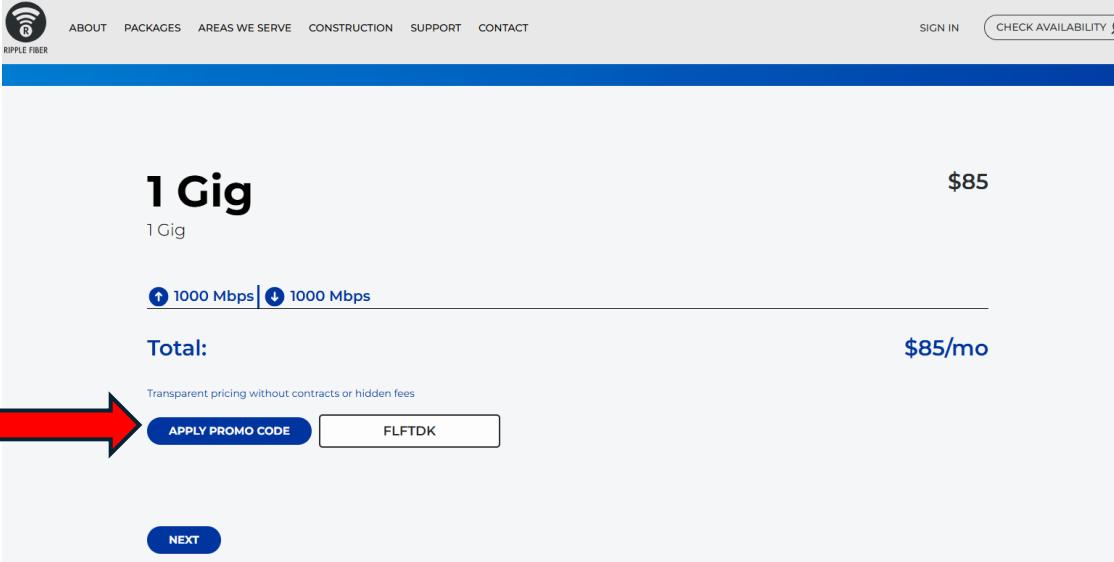
HAVE A PROMO CODE?

NEXT

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Step 6: Apply Promo

- Add Promo Code in Blank box.
- Press "APPLY PROMO CODE". 
- Press "NEXT".
- Second screen will show the new monthly service rate with discount of promo.
- Press "NEXT".



1 Gig \$85

1 Gig

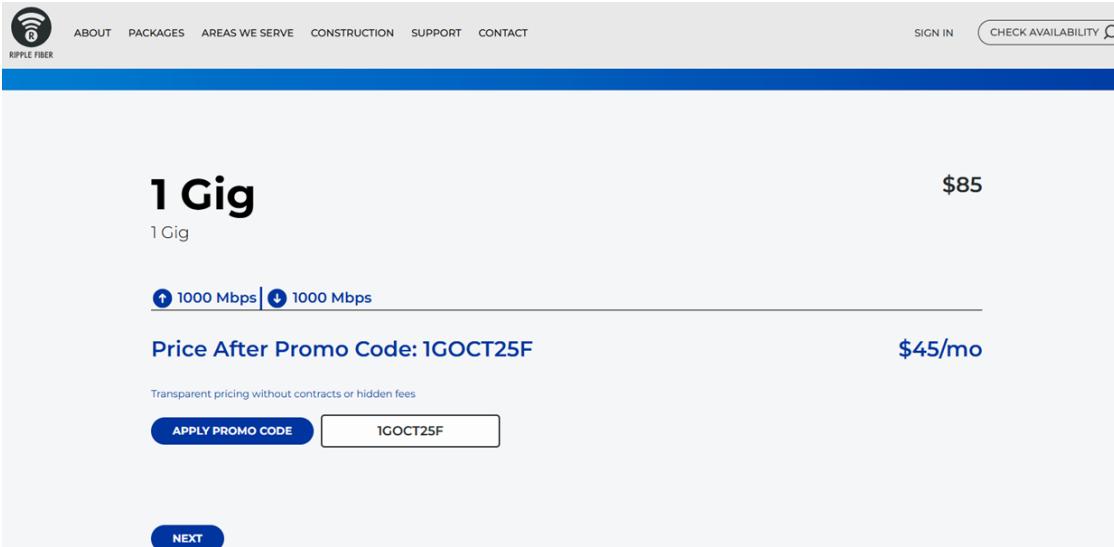
1000 Mbps | 1000 Mbps

Total: \$85/mo

Transparent pricing without contracts or hidden fees

APPLY PROMO CODE FLFTDK

NEXT



1 Gig \$85

1 Gig

1000 Mbps | 1000 Mbps

Price After Promo Code: 1GOCT25F \$45/mo

Transparent pricing without contracts or hidden fees

APPLY PROMO CODE 1GOCT25F

NEXT



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Step 7: Complete Autopay (Required)



Payment Details

You will not be charged until after installation

Ripple Fiber

Card US bank account

Card number
1234 1234 1234 1234

Expiration date Security code
MM / YY CVC 123

Country United States

ZIP code 12345

By providing your card information, you allow Hyperfiber to charge your card for future payments in accordance with their terms.

Save Payment Method

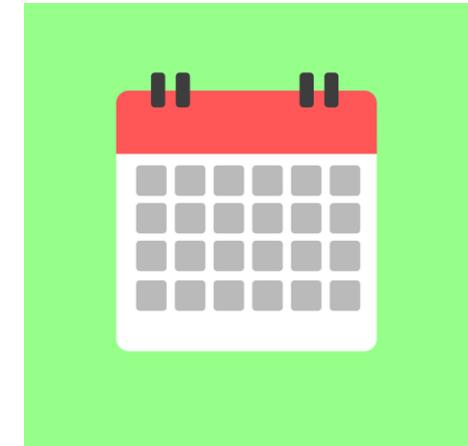


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Step 8: Finalize by Scheduling the Order

Calls Live Scheduling Hotline:

- **501 330 5336**
- Info Needed: Name, Address, Callback Number, Install Date
- Hours: Mon–Sat, 8 AM – 9 PM CST



Group Chat - Teams

- We will establish group chat exclusively for the team in market.
- Info Needed: Name, Address, Callback Number, Install Date
- Hours: Mon–Sat, 8 AM – 8 PM EST



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Order Status Reference

Status	Description
Preorder	Orders placed in a non-live area. These are moved into OSP workflow once the area is live.
New Order	Orders placed in a live area. If these orders are not fiber ready, they are moved into OSP's workflow starting with the Civil Drop bubble. If they are fiber ready, they will move to the full handover bubble.
Civil Drop	Orders in live areas will be actioned by OSP. When a work order is moved to this bubble, it creates tasks within Zinier. These tasks will be done by OSP, and eventually CSRs & ISP. Communication will also be sent via email to the customer. OSP will dispatch a contractor to complete this task.
Optical Drop	When the civil drop task is complete, the work order is moved automatically by Zinier to this bubble. The task is then dispatched to a contractor to blow the fiber line. Communication is sent to the customer during this phase.
Full Handover	After optical is completed, the order moves to a full handover to be scheduled. Once the order moves into this bubble, CSRs will attempt to contact our customer to schedule their installation.
ISP Scheduled	Once a customer is scheduled in Zinier for installation, the order moves into the ISP Scheduled bubble.
ISP in Progress	When a technician begins the installation task in Zinier, the order moves to ISP In Progress.
Activation Complete	When the ONT is provisioned and the technician's work is completed, the order moves into activation complete.
Soft blockage	issue with the fiber line (dirt on the line or pinch in the line)
Hard blockage	issue with construction. (rocks making it hard to bore)
Rejection – Duplication	Duplicate orders will be rejected with the status of rejection-duplication. You find the same order in the system for a customer.
Rejected	An order that is unable to be fulfilled will be rejected. This is typically when a customer changes their mind and no longer wants our service. This can be at any point in the process prior to them becoming an active customer.
NID-Installation Complete	Orders where a customer has a NID with fiber on the side of their home but no longer wanted our service will be rejected as NID-Installation Complete.
What is Fiber Ready	These are orders where a customer requested their home to be fiber ready and did not want our service. The older plans do not have a NID on the side of their home. Some homes may have a NID on the home. You can check the work order history to confirm. If the customer now wants service, please move the work order back to workflow depending on the last step that was performed.
NID Relocated	OSP and ISP determine NID needs to be moved. No action required. Once moved it will be placed back into the full handover bubble.
NCCH	Optical and Civil have been done and the area is not live. No action needed. Once area is deemed active moved to full handover
Non-Locatable SCAB	Similar to a blockage. Someone needs to go home to locate the SCAB prior to any further action. Create a ticket.
NID Installation complete	Civil and optical have been completed. This is an older bucket. Fiber ready homes or people who refused service after placing an order have been placed in this bucket. NID needs to be on the home to be placed in this bucket.
Not actionable	Determined by OSP or Construction. Unknown if we will be able to activate. Different factors: ground. No time frame here. Rep will need to indicate the area is pending with no go live date at this time.
Awaiting activation	This is used within the provisioning process. If a customer calls, create a ticket in Halo.
Sales-Active Refusal	If customer states they want to continue service. Reference work order history and place in the last status. Please add a note in the ISP reference section. If they mention a promo code place notes in ISP reference section.
Sales-Passive Refusal	If a customer states they want to continue service. Reference work order history and place in the last status. Please add a note in the ISP reference section. If they mention a promo code place that information in ISP reference section.



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