

Sales Tool - Scout



AGENDA

Residential

1. New Customer Flow
2. Ported Phone Customer Flow
3. Conversion Flow
4. Pivot to Portal

MicroBiz

1. New Customer Flow w/ Port
2. Conversion Flow

NEW CUSTOMER RESIDENTIAL

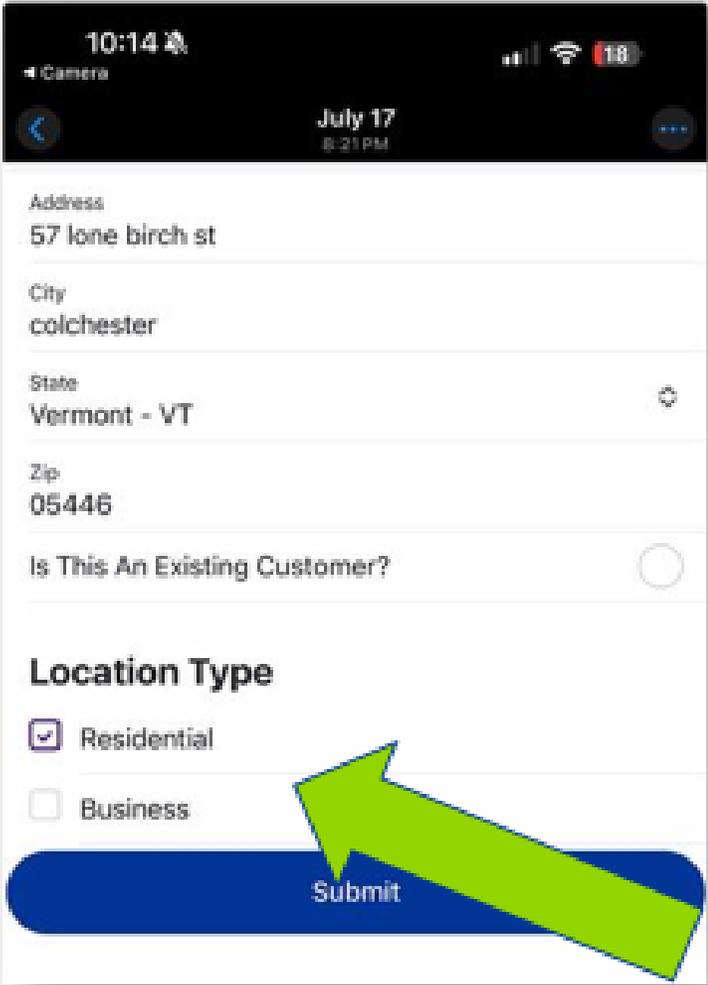
Steps In Scout Sales Tool

1. Enter Address
2. Confirm address
3. Select Plans
 1. Includes Data speed
 2. Equipment needed
 3. VoIP
 4. Monitored Battery Backup
4. View Broadband "Nutrition" Labels

What's New/Different

1. Selecting Residential or Business
2. New look
3. Select the equipment the customer wants; no longer automatic

NEW CUSTOMER FLOW | RESIDENTIAL



10:14

July 17
8:21 PM

Address
57 lone birch st

City
colchester

State
Vermont - VT

Zip
05446

Is This An Existing Customer?

Location Type

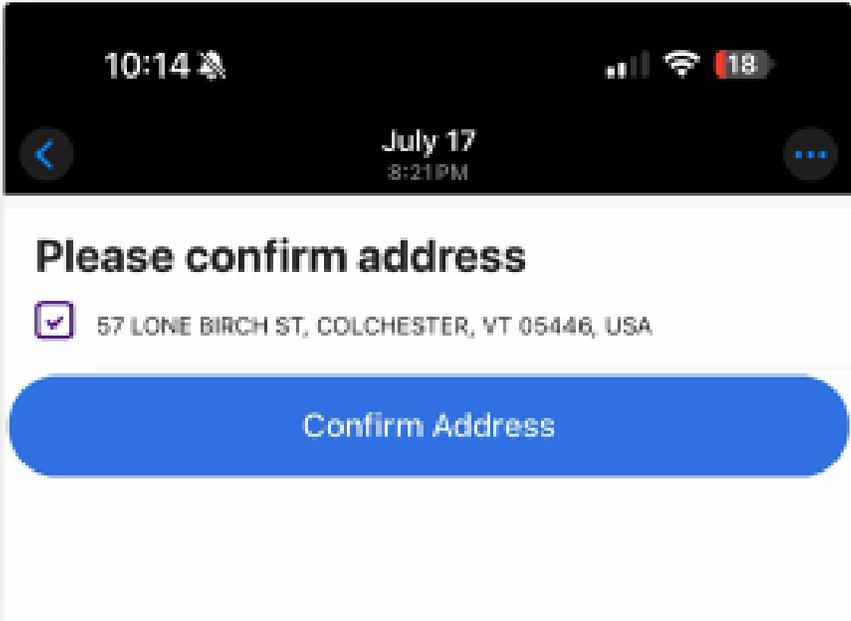
Residential

Business

Submit

A green arrow points to the 'Residential' checkbox.

NEW! Choose Residential or Business service for the customer



10:14

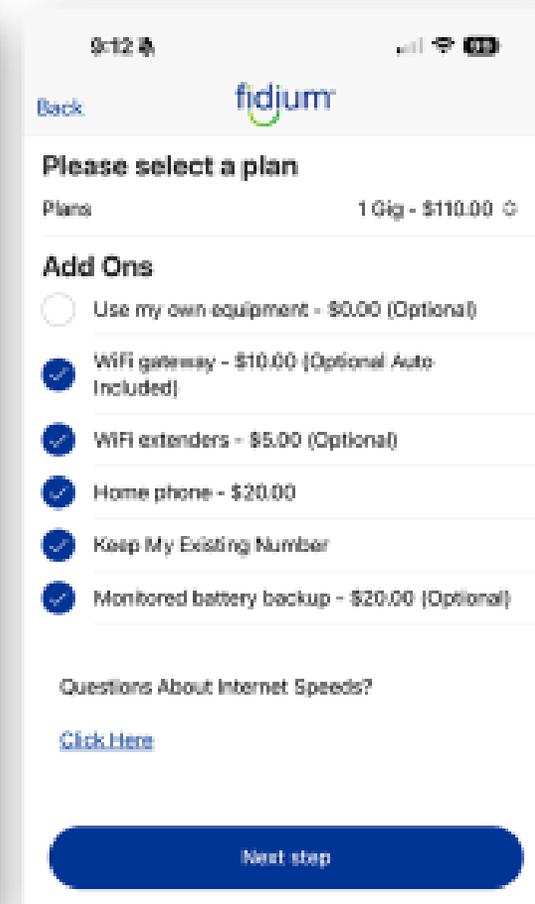
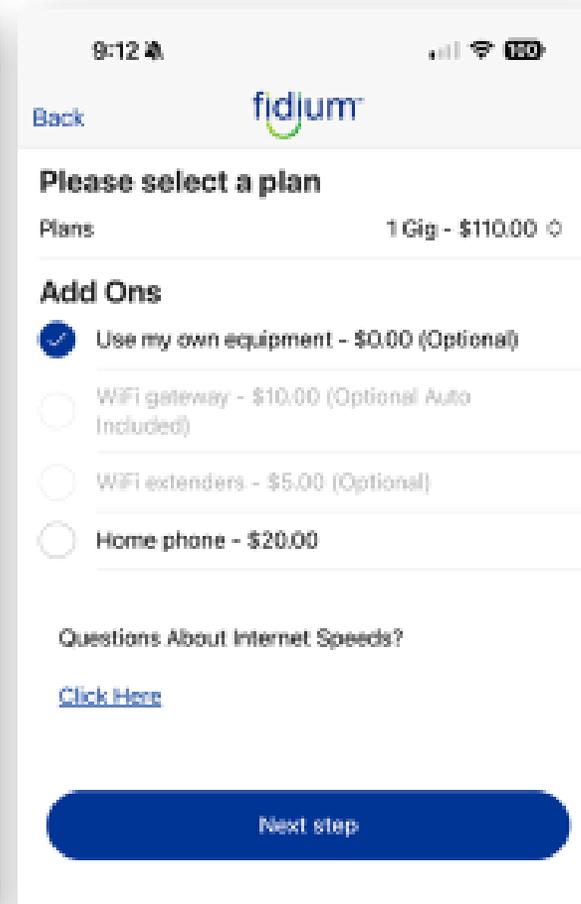
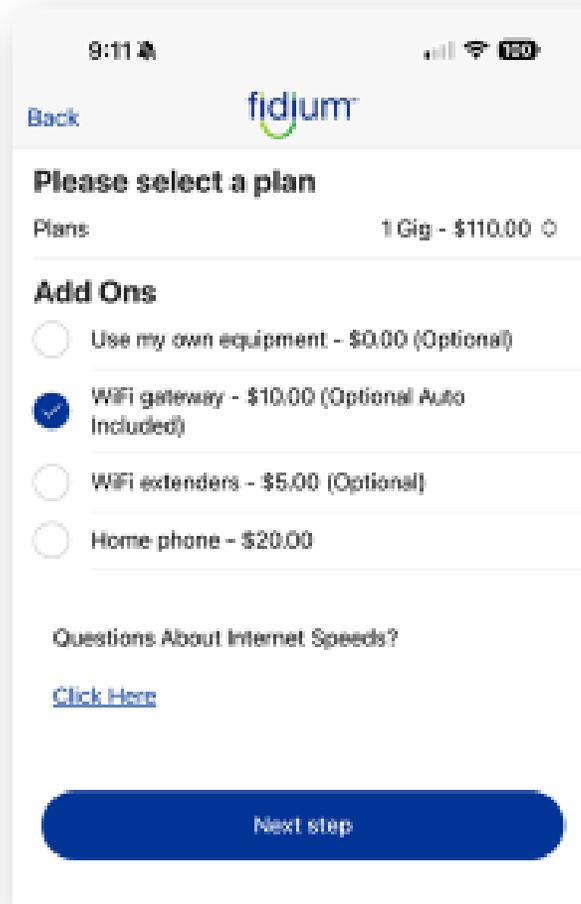
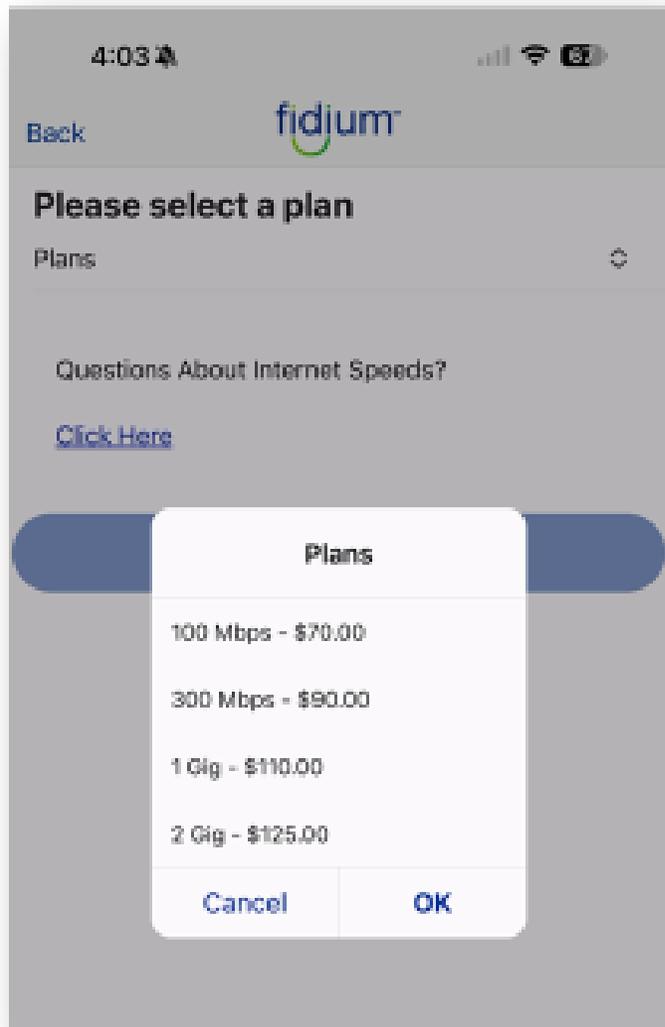
July 17
8:21 PM

Please confirm address

57 LONE BIRCH ST, COLCHESTER, VT 05446, USA

Confirm Address

NEW CUSTOMER FLOW | RESIDENTIAL

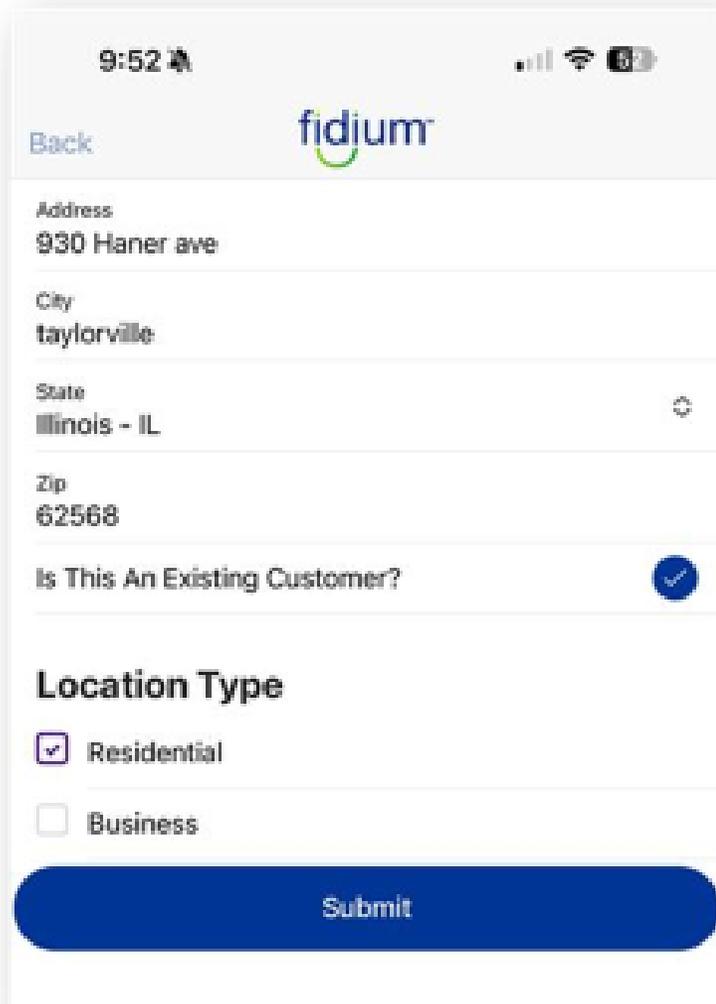


CONVERSION FLOW | RESIDENTIAL

Steps In Scout Sales Tool

1. Enter Address
 1. Select Existing Customer
2. Confirm address
3. Validate Customer's ID
4. Select Plans
 1. Includes Data speed
 2. Equipment needed
 3. VoIP
 4. Monitored Battery Backup
5. View BB Nutrition Labels

CONVERSION FLOW | RESIDENTIAL



9:52

Back fidium

Address
930 Haner ave

City
taylorville

State
Illinois - IL

Zip
62568

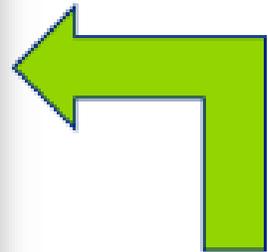
Is This An Existing Customer?

Location Type

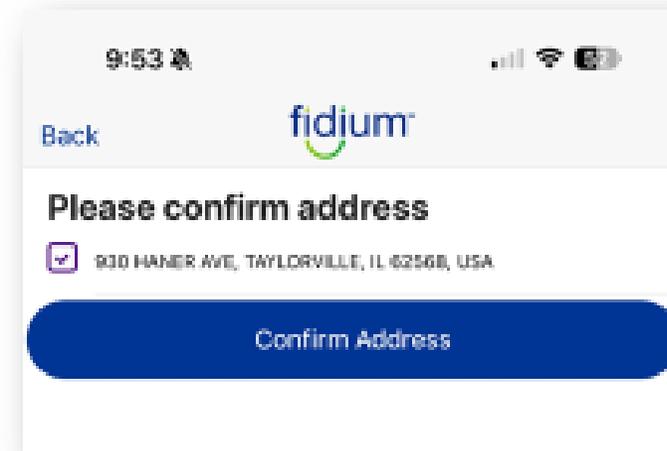
Residential

Business

Submit



Select Existing
Customer



9:53

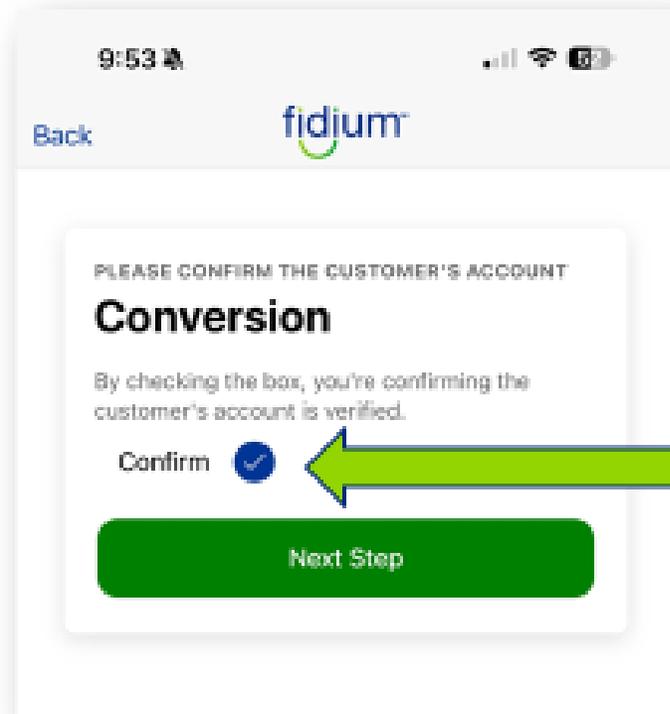
Back fidium

Please confirm address

930 HANER AVE, TAYLORVILLE, IL 62568, USA

Confirm Address

CONVERSION FLOW | RESIDENTIAL D2D



IMPORTANT!

You need to validate the customer's ID at the door and confirm in the app before moving forward with the sale

NEW CUSTOMER FLOW | MICROBIZ

4:03

Back

CONVERSION FLOW | RESIDENTIAL D2D

Address
9 SMYR

City
HOULTC

State
Maine -

Zip
04730

Is This A

Locat

Resi

Busi

Submit

Back fidjum

PLEASE CONFIRM THE NEW HOMEOWNER'S ACCOUNT

Conversion

By checking the box, you're confirming the customer's account is verified.

Confirm

Next Step

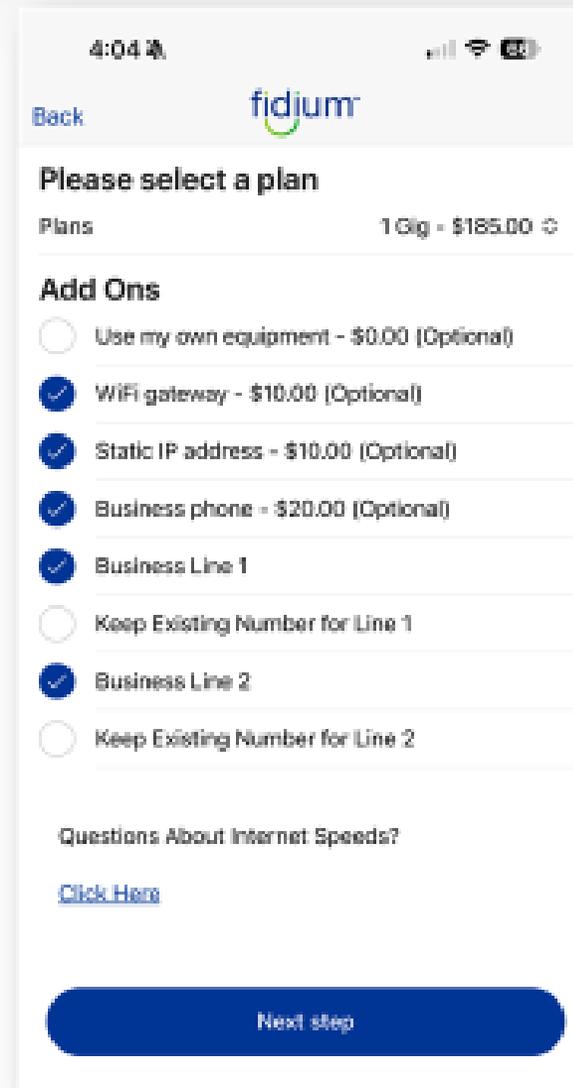
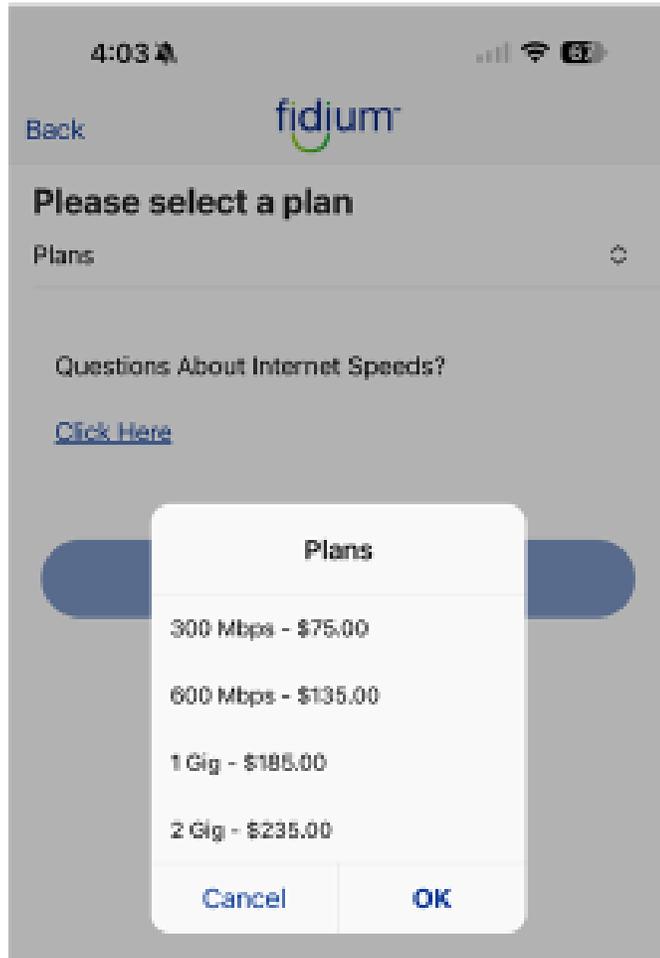
CONFIDENTIAL AND PROPRIETARY - ONLY FOR INTERNAL USE

fidjum

IMPORTANT!

You need to validate the customer's ID at the door and confirm in the app before moving forward with the sale

NEW CUSTOMER FLOW | MICROBIZ



Add Equipment, Static IP, and up to 2 lines for MicroBiz customers

Static IP will ONLY work with our Equipment

NEW! OFFERS DROP DOWN VS COUPON CODES

Steps In Scout Sales Tool

1. Drop down shows available offers for the customer
2. If it's available and viewable, you can select it!

What's New/Different

1. Rather than coupon codes, we have begun to proactively show available offers

NEW! OFFERS DROP DOWN VS COUPON CODES

Any offer shown is available to select



ENTER CUSTOMER INFORMATION

Steps In Scout Sales Tool

1. Add customer name
2. Email
3. Wireless phone
4. Change billing address (if applicable)

What's New/Different

1. No new requirements
2. Be certain the email and wireless number entered are used by the customer
 - a) The wireless number and email entered are the only way to get the 2 Factor Authentication and Payment information to the customer (next 2 steps)

CUSTOMER INFORMATION

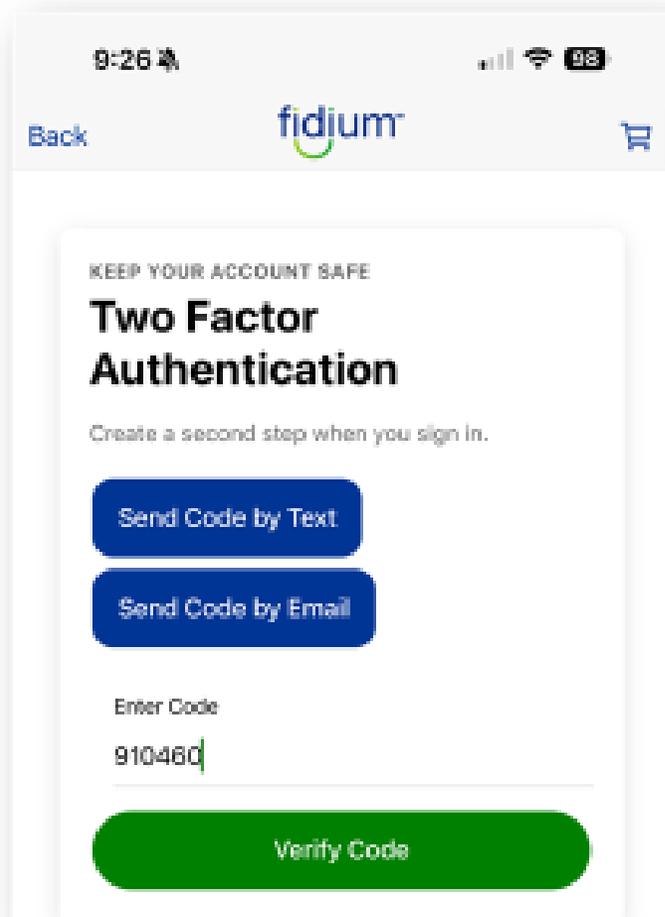
Address info automatically flows
from previous screens

The screenshot shows a mobile application interface for entering customer information. At the top, the time is 9:16 and the status bar shows cellular signal, Wi-Fi, and battery. The app header includes a 'Back' button, the 'fidjum' logo, and a shopping cart icon. The form fields are as follows:

- Last Name:** Training
- Cell Phone:** 6149758676
- Address:** 9 SMYRNA ST
- Line 2:** (empty)
- City:** HOULTON
- State:** Maine - ME (with a dropdown arrow)
- Zip:** 04730
- Email:** brian.dorton@consolidated.com
- Billing Same As Service Address?:**
- Address (repeated):** 9 SMYRNA ST
- Line 2 (repeated):** (empty)
- City (repeated):** HOULTON
- State (repeated):** Maine - ME (with a dropdown arrow)
- Zip (repeated):** 04730

At the bottom of the form is a large blue button labeled 'Next step'.

TWO FACTOR AUTHENTICATION | REQUIRED



9:26 AM

Back fidium

KEEP YOUR ACCOUNT SAFE

Two Factor Authentication

Create a second step when you sign in.

Send Code by Text

Send Code by Email

Enter Code

910460

Verify Code

Customer gets via text or email, their choice
Just like today, provides back a 6 digit pin to be able to move forward in the sale

Care will use 2 factor to verify the customer if they need to call in to service their account

TWO FACTOR AUTHENTICATION

Steps In Scout Sales Tool

1. Press **“Send Code by Text”** or **“Send Code by Email”**
 - a) Customer preference
2. After pressing, line will appear to enter the 6 digit PIN
3. Customer needs to check text/email and provide code back
4. DSR press **“Verify Code”** to continue

DIGITAL LOA (only if Porting a customer)

Steps In Scout Sales Tool

1. Fill out required info for the Port
2. Press “**Send Code by Text**” or “**Send Code by Email**”
 - a) Customer preference
3. Customer fills out LOA on their device
4. DSR presses “**Verify LOA**” to move forward

What's New/Different

1. No more calling and recording a TPV!!!!!!
2. Now able to schedule an install with a ported number on the order!

DIGITAL LOA

11:30

Back fidium

Authorization Contact Info

Phone for LOA Text
6149758876

Email for LOA
brian.dorton@consolidated.com

Carriers

Phone Number to Port
2077793623

Current Account Number (from existing provider)
1234567890

Name On Account
Brian Dorton

Address Line 1
9 SMYRNA ST

Address Line 2

City
HOULTON

State
Maine - ME

Zip
04730

Transfer Pin?
1234

Next step

11:37

Letter of Authorization

Close

Letter of Authorization required to port phone number!

A message will be sent to the customer with a link to fill out the Letter of Authorization. Choose validation method below.

Send Link by Email Send Link by Text

Verify LoA

Customer View of LOA form

Agreement successfully submitted.

Letter of Authorization

You are currently setting up service for: 137 DARTMOUTH ST, PORTLAND, ME 04103, USA. This is a one-time consent and applies only to this preferred carrier change transaction. You have the right or option to receive this record in paper or electronic form by calling 1.844.4.FIDUM (1.844.434.3486). There is no charge to receive this record. You may also print a copy by using the print button below after your electronic signature has been provided.

Confirmations:

1. It is my decision to change my preferred carrier to Consolidated Communications (branded as Fidium).
2. I am designating Consolidated Communications (branded as Fidium) to act as my agent for this preferred carrier change.
3. I understand that only one telecommunications carrier may be designated as my interstate or interLATA preferred interexchange carrier.
4. I understand that there will be no fee associated with my change in preferred carrier.
5. I am authorized to make changes on this account.

Keep my existing phone number: **207-779-3623**
Date: July 29, 2025

I affirm that the statements above are true and that all necessary disclosures have been made to me. I consent to Consolidated Communications (branded as Fidium) making the requested preferred carrier change. By entering your name below, this qualifies as your electronic signature.

First Name? MK Last Name? kk

Print Letter of Authorization

CUSTOMER PAYMENT WALLET VIEWS

9:39

Back fidium

A MESSAGE WILL BE SENT TO THE CUSTOMER TO ENTER AND SAVE THEIR PAYMENT METHOD.

Wallet Setup

Please select the delivery format:

Send Link by Email

Send Link by Text

Auto Pay?

Verify Payment

DSR sends link via text or email

Customer enters payment info on their OWN device, never on DSR Device

Verify Customer wants to enroll in Auto Pay, or the price will go up by \$2.50

If customer does NOT want paperless billing, they can deselect on fidium.net after setting up their account

Once customer completes, DSR taps **“Verify Payment”**

CUSTOMER PAYMENT WALLET VIEWS

Steps In Scout Sales Tool

1. Press “**Send Code by Text**” or “**Send Code by Email**”
 - a) Customer preference
2. Choice of
 - a) ACH (Checking Account)
 - b) Credit Card
 - c) Debit Card
 - d) Google Pay
 - e) Venmo
 - f) Paypal
3. Tap “**Verify Payment**” when customer completes

CUSTOMER PAYMENT WALLET VIEWS

View of Email Customer Receives

fidium™ Chat 1 844 4 FIDI

Action Required: Save a Payment Method to Complete Your Order

To complete your order, please click the button below to **save a payment method** to your account. You'll also have the option to manage your AutoPay settings on this page. Rest assured, your payment method will not be charged at this time.

Your Privacy Matters:

Your payment information will be handled securely and stored by a PCI-compliant third-party payment vendor.

Consent:

By providing a saved payment method, you authorize Fidium to charge this method for any future unpaid service charges, as well as applicable late payment fees if the account remains unpaid for more than 90 days.

Complete Your Order

Text will send direct link
to webpage
(as seen on next slide)

CUSTOMER PAYMENT WALLET VIEWS

View of Customer Website to enter Payment Information



Payment settings

Step 1: Select your preferred payment method and save your payment method

Step 2: Choose your AutoPay settings (enabling AutoPay will earn you a credit of \$2.50/mo)

1 Save Payment Method

2 Set Up AutoPay

Add payment details

Select Payment Method

Your Privacy Matters/Your payment information will be handled securely and will be stored by a PCI-compliant third-party payment vendor

Consent:By providing a saved payment method, you give Fidium the right to charge the saved payment method for any future unpaid service charges, as well as applicable late payment fees, if the account remains unpaid for more than 90 days.



CUSTOMER PAYMENT WALLET VIEWS

View of Customer Website to enter Payment Information



The screenshot shows a web interface for entering payment information. At the top left is the "fidium" logo. Below it is a list of payment methods, each with a small icon and a label: "eCheck/Bank account", "Debit card", "Credit card", "Venmo", and "Google pay". Below the list is a search bar with a magnifying glass icon and a small upward arrow. At the bottom of the page, there is a privacy notice: "Your Privacy Matters/Your payment information will be handled securely and will be stored by a PCI-compliant third-party payment vendor" and a consent statement: "Consent:By providing a saved payment method, you give Fidium the right to charge the saved payment method for any future unpaid service charges, as well as applicable late payment fees, if the account remains unpaid for more than 90 days."

fidium

eCheck/Bank account

Ste

Ste Debit card

Credit card

V Venmo

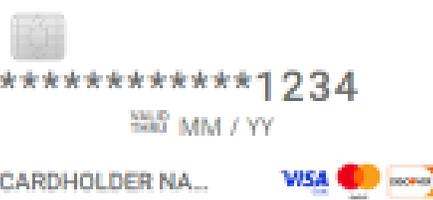
Google pay

Your Privacy Matters/Your payment information will be handled securely and will be stored by a PCI-compliant third-party payment vendor

Consent:By providing a saved payment method, you give Fidium the right to charge the saved payment method for any future unpaid service charges, as well as applicable late payment fees, if the account remains unpaid for more than 90 days.

CUSTOMER PAYMENT WALLET VIEWS

Credit/Debit Card



*****1234
MM / YY
CARDHOLDER NA...   

Card Number CW

Expiration

Cardholder Name

SAVE CARD



venmo



PayPal



G Pay

 **** 8463

ACH (Direct Debit)

Routing Number

Account Number

Name on Account

I authorize ACH direct debit payment (ACH Debit).

SAVE BANK ACCOUNT

SELECT INSTALL DATE

Steps In Scout Sales Tool

1. Appointments are under the header, labeled by Day of week and Date
2. Select the appropriate time
3. Or choose future date
 - a) Select date
 - b) Select from available time slots

SELECT INSTALL DATE

9:31 AM

Back fidium

Select a time slot

Tuesday 07/29/2025

- 10:00 am - 12:00 pm
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm

Wednesday 07/30/2025

- 8:00 am - 10:00 am
- 10:00 am - 12:00 pm
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm

Thursday 07/31/2025

- 8:00 am - 10:00 am
- 10:00 am - 12:00 pm
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm

Friday 08/01/2025

- 8:00 am - 10:00 am
- 10:00 am - 12:00 pm

Next step

9:31 AM

Back fidium

- 3:00 pm - 5:00 pm

Sunday 09/21/2025

- 8:00 am - 10:00 am
- 10:00 am - 12:00 pm
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm

Monday 09/22/2025

- 8:00 am - 10:00 am
- 10:00 am - 12:00 pm
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm

Tuesday 09/23/2025

- 8:00 am - 10:00 am
- 10:00 am - 12:00 pm
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm

Select Future Date

Next step

9:32 AM

Back fidium

- 3:00 pm - 5:00 pm

Tuesday 09/23/2025

- 8:00 am - 10:00 am
- 10:00 am - 12:00 pm
- 1:00 pm - 3:00 pm
- 3:00 pm - 5:00 pm

Hide Future Date

Select Date

Tue, Jul 29

July 2025 >

SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Check Date

Next step

Goes out 60 days

REVIEW SCREEN & SALE WRAP UP

Steps In Scout Sales Tool

1. Make sure everything is correct and press "**Submit Order**"
2. Sale Wrap Up Screen
 1. Order Number
 2. Speed & Price
 3. Promotional terms
 4. Wireless speed overview
 5. Person over 18 at install
 6. Wait to cancel current provider
 7. Customer support line info
 8. Autopay/Paperless overview
 9. Waiving of install charges

REVIEW SCREEN & SALE WRAP UP

9:32

Back

Please review information

Customer
Scout Training

Service address
9 SMYRNA ST, HOULTON, ME 04730

Charges
1 Gig: \$110.00
WiFi extenders: \$5.00
WiFi gateway: \$10.00

Discounts
\$20 Internet discount - 1 year: -\$20.00
\$25 Internet discount - no expiration: -\$25.00
AutoPay discount: -\$2.50
Paperless billing discount: -\$2.50
**_830 Internet discount [50]- no expiration: -\$30.00

Final price
\$65.00

Install date
Tuesday 09/23/2025 at 1:00 pm - 3:00 pm

[Submit order](#)

8:23

test testy order created [Close](#)

Order successfully created. Your order number is **25071872C**.

Today you chose Fidium Fiber 1 Gig.

Your monthly recurring charge will be \$80.00 plus taxes and fees.

All plans and pricing are for new residential customers and all promotional offers are for a limited time. There is no contract or early termination fees for your internet or home phone plans.

Wireless speeds in your home may vary depending on device limitations, distance from router, the number of connected devices and network interference.

An individual 18 years or older must be present at the time of install.

Please wait 24 hours for the order to process before making any adjustments to your order.

Do not cancel any services with your current provider until after Fidium service has been activated to avoid a lapse in service.

You can contact Fidium Fiber support line with questions about your service once it has been installed at 844-434-3486.

Please complete the registration of your service with the link found in your confirmation email. You can also sign up for auto bill pay which provides a \$2.50 monthly discount that is already included in the quoted monthly price.

The installation fee of \$199.00 was waived for you

Verify the customers information is correct, then tap **“Submit Order”**

Sales Wrap Up bullets aren't a replacement for T's and C's but will provide an increase in customer satisfaction with the sale/install

Important Information to Remember



Important Information To Remember



- NEVER submit an order without customer's full consent or **without payment information**
- Fidium DOES NOT run a drop for a customer who is not signing up for service now, but may want service in the future.
- Fidium DOES NOT offer TV service(s).
- Fidium installations required holes to be drilled.

The following order points should always be discussed with the customer prior to closing the order conversation:

- Fidium Installers will lay conduit and bury fiber up to 2,000 feet in NNE only.
 - Buried Season – April – Mid-November (Mid-November – March temps drops will be done if possible until drops can be buried in spring).
 - In CA there is a regulated 72-hour utility marking window prior to a dig taking place – temp drops are not allowed in CA.
 - N/A on aerial drops in CA
- For any post-installation questions, the customer can find answers on the Fidium customer portal or directly contact Fidium via email or phone call.

Dedicated DSR Support – CARE Team



- A dedicated order support team to provide the following:
 - Direct order support for our sales partners
 - Work orders that are not able to be completed using Fidium order entry tools (Scout/API)
 - Work orders (includes contacting customers) that require reschedule due to customer request or due to construction required, buried drop, conduit work, etc.
 - **Note, this is not a tool to check order status, order status is provided via daily reporting**
 - Contact information for this team is **NEVER** to be provided to a customer
 - Customers are to use the Fidium Customer Care number for any questions/issues they may have @ (844) 434-3486.

- Hours of operation are:
 - Monday – Friday
 - 7:00 AM – 7:00 PM CST
 - Saturday
 - 9:00 AM – 5:30 PM CST
 - Sunday
 - Closed





Contact Info:

- Order Support Team
 - **877-238-0073**
 - Option 1 for NNE (ME, NH, VT)
 - Option 2 for Legacy & TG Markets (CA, FL, IL, MN, TX)
 - In the event of all agents are busy helping others, you will have the options for an automatic call back from the first available agent should you not want to wait.
- Support via email:
 - NNE: NNEFiberco@consolidated.com
 - Legacy: legacyfiberco1@consolidated.com

Fidium Photo ID Badge & Apparel



Once you have been onboarded with Sales Rabbit and Scout, you will receive an email from me with the information below and detailed instructions for the site link:

Below is a link to our Fidium store. Once you create an account, you can select:

- 2 shirts from the apparel tab
- 1 hat from the Accessories tab
- Request your Fidium photo ID badge and lanyard on the Identification page
 - Pictures need to be no more than 800 x 800 megapixels
 - No hats of any kind
 - No sunglasses
- Fidium car magnets

<https://fidiumdsrnewhirekit.shopthewinnersbrand.com/customer/account/login/>

