

Point Broadband Program Guide

Embarc Solutions | Rep and Manager Reference

Last verified: 2026-08-14 **Status:** Merged with Clearwave Fiber (July 2026)
Program: Point Broadband and Clearwave Fiber **Audience:** Embarc reps and field leaders
Current promo period: Drive Period 3, July 1 to September 30, 2026

Partner Status

- Point Broadband merged with Clearwave Fiber in July 2026.
- You may see the Clearwave Fiber name on forms, emails, and logos. It is the same program. Internally we still call it Point Broadband or PBB.
- Since August 2026 Clearwave Fiber staff support Point Broadband reps, and their email signatures carry a combined Point Broadband and Clearwave Fiber logo.
- Point Broadband assigns leads to an Embarc field leader, who then distributes them to reps. Leads are not assigned to you directly by the carrier.

Who To Contact

Reps and field leaders escalate through Embarc. Embarc owns the carrier relationship and will raise issues to Point Broadband on your behalf.

Issue	Who to contact
Turf, leads, SalesRabbit access	Your Embarc field leader
Order URL missing, wrong, or needs reissue	Your Embarc manager, who will request a new URL from Point Broadband
Your email address changed	Your Embarc manager immediately, see Order URL below
Onboarding status or paperwork	onboarding@embarcsolutions.com
Pricing or promotion questions	Your Embarc manager
Customer install or service issue	Your Embarc manager

- **Do not contact Point Broadband or Clearwave Fiber staff directly. Carrier contact details are held internally by Embarc Sales Operations.**

Before You Are Submitted

- Read the Point Broadband Onboarding Checklist, linked in the Resource Library below.
- Your drug test and background check must clear before Embarc submits you to Point Broadband.

How Submission Works

- Embarc submits you to Point Broadband through their onboarding request form. Your onboarding coordinator handles this, you do not submit yourself.
- If you were submitted before July 21, 2026, you were re-submitted under the new process. Check with your manager if you are unsure.
- Expect up to two weeks from submission to fully cleared. Point Broadband controls this timing and it varies.

What Point Broadband Provides

- Product training, delivered on the Point Broadband side. The first Embarc rep group completed training in early July 2026.
- Turf assignment.
- SalesRabbit access. Leads are assigned to the rep inside SalesRabbit by Point Broadband. Embarc does not create SalesRabbit accounts for Point Broadband reps.
- Rep account credentials.
- A personalized order URL carrying the rep agent attribution.

Rep Credentials and Order URL

Account creation

- Point Broadband creates the rep account on their side.
- Your username is normally your Embarc email address. If you have held a Point Broadband account before, they will reset your password and issue a different username.
- Point Broadband issues your account with a default password. Change it the first time you log in.

Order URL

- Each rep receives a shop.point-broadband.com link carrying their own agent parameters. This link is how the rep gets credit, so no rep should knock before it is in hand.

Format:

```
https://shop.point-broadband.com/?utm_source=Field+Sales&utm_medium=core_app  
&agent=[AgentCode]&agent_omnia_id=[OmniaID]&agent_guid=[GUID]  
&agent_name=[First+Last]&vendor=Embarc&agent_email=[rep_email]
```

- Confirm the vendor parameter reads Embarc before releasing the URL to the rep. That value drives order attribution.
- The Omnia ID and GUID are generated by Point Broadband. Do not build this URL by hand, use the one Point Broadband sends.
- **The rep email is baked into the URL. If a rep email is wrong or changes, the URL must be reissued, not edited.** This has already cost a rep real money. A bad email address in SalesRabbit and in the order URL meant he knocked over 50 doors with no order status reaching him. Tell your Embarc manager the moment your email changes, and delete the old bookmarked link once a new URL is issued.

Test orders

- Reps entering a test order must set the customer name to Test Test so Point Broadband can identify and cancel it.

- Keep test orders to a minimum. Uncancelled test orders consume real installation appointment slots. Requested by Michael Denice, August 12, 2026.

Products, Pricing and Promotions

Drive Period 3, July 1 to September 30, 2026.

Pricing tier is determined by the customer cabinet. Always verify the cabinet before quoting.

Plan	Standard / Cable Capture	Hyper-Competitive	Gift Card
Fiber 300	\$39/mo for 12 months	\$29/mo for 12 months	None
Fiber 500	\$49/mo for 12 months	\$39/mo for 12 months	\$100
Fiber 1 Gig	\$59/mo for 12 months	\$49/mo for 12 months	\$200
Fiber 2 Gig (where available)	\$79/mo for 12 months	\$69/mo for 12 months	\$300

Key terms

- All plans require EBAP and include Smart Home Wi-Fi. Free standard installation up to a 150 ft drop, fees may apply beyond that.
- If the customer does not enroll in both electronic billing and automatic payments, the rate increases by \$10 per month.
- Fiber 300 has no gift card, no price lock, and no senior or military discount.
- Fiber 500 and above carry a 10 percent senior and military discount, and door to door may add first month free. Fiber 1 Gig and above also carry a 2 year price lock as a close tool.
- Gift cards are issued 60 days after installation and once the first full bill is paid, by email to the address given at sale. Funds expire 90 days if unclaimed. Once claimed the customer chooses an e-gift card or a physical card mailed to the billing address, and the card expires 6 months after it is claimed.
- Promotions are not stackable, and apply in all cabinets except Auburn student and non-student MDUs.
- Billing codes are handled on the carrier side. If you need one, ask your Embarc manager.

After Submission

- Adminify sends the rep an automated confirmation titled Point Broadband Onboarding Submitted, with onboarding@embarcsolutions.com copied.
- That confirmation carries the Phone Port Letter of Authorization PDF. The rep needs it whenever a customer transfers an existing phone number. It must be printed, signed by the homeowner or tenant, and returned to PO Box 429, Bristol, VA 24203 or customerservice@point-broadband.com as part of the porting process.
- The confirmation directs the rep to their manager for next steps. Make sure the manager has turf, SalesRabbit access, and the order URL in hand before the rep reaches that point.
- A rep is cleared to sell only once all three are in place: turf, SalesRabbit access, and the personal order URL.

Resource Library

Every Point Broadband resource Embarc holds, and where it lives.

Resource	Audience	Location
Point Broadband Pricing and Promotions Summary	Rep-facing	embarcsolutions.net Point Broadband resources page. Rep-safe extract of the deck.
Phone Port Letter of Authorization	Rep-facing	Attached to every Point Broadband Onboarding Submitted email, and on the resources page.
Point Broadband Onboarding Checklist	Rep-facing	SharePoint: Embarc SOPs / Onboarding SOPs / Rep-Facing Checklists, and on the resources page.
Rep order entry portal	Rep-facing	https://shop.point-broadband.com (personalized per rep, issued by Point Broadband)

Questions

- Your Embarc manager is your first stop for anything in this guide.
- For onboarding paperwork or status, email onboarding@embarcsolutions.com.
- To request the full internal promotions deck, ask your Embarc manager or email onboarding@embarcsolutions.com.

Prepared by Embarc Solutions Sales Operations, August 14, 2026. Pricing shown is valid July 1 to September 30, 2026 and is subject to change by Point Broadband. Confirm current offers with your manager before quoting outside this window.