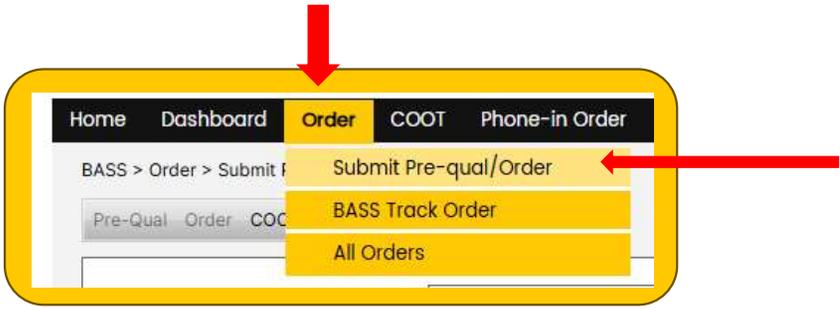




BASS



Starting an order in BASS



A screenshot of the BASS 'Submit Pre-qual/Order' form. The 'Order' tab in the breadcrumb is circled in red. A yellow callout box on the right contains the text: 'Fill out form with customer's info Then click Order'. The form includes the following fields:

Sales Person ID	PAVCO
Sales Person Name	MELISSA ROWE
Sales Code	20000408

Required Fields for Pre-Qual

Customer Type*	<input checked="" type="checkbox"/> Consumer
Zip Code*	37643-____
Type Of Sale*	CUSTOMER CALL IN
Partner Reference ID	
Street Address*	501 LEE Ave
Unit/Apt	
Building	
Floor	
City*	Elizabethton
State*	TN

Additional Fields Required for Order

Customer First Name*	Melissa
Customer Last Name*	Testorder
Best Number to Reach Customer*	423-213-2334

Starting an order in BASS – Door to Door

Utilize AMSAddressID for quick order qualification

The image shows two screenshots from the BASS system. The left screenshot displays 'Customer Details' for a customer at 239 WOODLAND ST, GATE CITY, VA 24251, US. The 'AMSAddressID' field is highlighted with a red box and contains the value 400000007131109. The right screenshot shows the 'Submit Pre-qual/Order' form. The 'Address ID' field is populated with 400000008443260, which is linked to the AMSAddressID from the first screenshot. A yellow callout box with a red arrow points to this field, stating: 'Using Address ID guarantees correct order format & expedites address qualification process'. A sidebar on the left of the second screenshot contains navigation options: Activities, History, Info, Files, and Links.

Customer Details

Address1
239 WOODLAND ST, GATE CITY, VA
24251, US

State
VA

CLLI8_CD
GTCYVAXA

WireCenterName
GATE CITY

AMSAddressID
400000007131109

IsCustomer
N

SpeedAvailable
2000000

BASS > Order > Submit Pre-qual/Order

Home Dashboard Registration Order Phone-in Order Report FYI Templates Administration Profile

Pre-Qual Order Start New

Sales Person ID
Sales Person Name
Sales Code

Required Fields for Pre-Qual

Customer Type* Consumer
Address ID 400000008443260
Partner Reference ID

Address found: 319 W HAZEL ST

- Fiber Internet 2 Gig
- Fiber Internet 1 Gig
- Fiber Internet 500 Mbps
- Fiber Internet 200 Mbps

Using Address ID guarantees correct order format & expedites address qualification process

Pop Up to verify correct format

Home Dashboard Order COOT Phone-In Order Report FYI Profile Return

BASS > Order > Submit Pre-qual/Order

Pre-Qual **Order** COOT Start New

Sales Person ID PAVCO

Sales Person Name MELISSA ROWE

Sales Code 20000408

Required Fields for Pre-Qual

Customer Type* Consumer

Zip Code* 37643-__ @

Type Of Sale* CUSTOMER CALL IN

Partner Reference ID

Street Address* 501 LEE Ave

Unit/Apt

Building

Floor

City* Elizabethton

State* TN

501 LEE AVE ELIZABETHTON, TN, 37643

Please confirm that this is the address you want to have services installed at?

Yes

No, this is not the correct address

Continue

Verify it matches lead format, click Yes , then Continue
**if you are not provided leads, verify with customer*

Step 1 Choose Services: Internet Offers

Fiber Internet 2 Gig

High-Speed Internet

- Download / Upload Speed: 2G / 2G
- Tech installation required.
- Paperless billing required.
- This service will require an aerial line drop to your home in order to provide services
- 1-year price lock guarantee.

Install type

\$0.00/mo for 1 month
Best for highly connected households and internet users looking for bandwidth that seemingly knows no limits, and an easily handle dozens of devices at once.

Price after Promo \$69.99 / mo

 Select

 Additional Detail

Fiber Internet 1 Gig

High-Speed Internet

- Download / Upload Speed: 1G / 1G
- Tech installation required.
- Paperless billing required.
- This service will require an aerial line drop to your home in order to provide services
- 1-year price lock guarantee.

The gift box icon indicates a reward card offer

\$0.00/mo for 1 month
Best for smart households that depend on ultrafast speed for working, playing and home security.

Price after Promo \$59.99 / mo

 Select

 Additional Detail

Additional Information
Up to 1 GIG upload and download speed, Fastest speed for smart homes and seamless collaboration

Contract Terms
No Contract Months commitment; early termination penalties apply.

Early Termination Fee
No Early Termination Fee

Gift Cards Available
Reward Card \$100

Gift Cards Disclosure
Buy now and be eligible for free installation and a \$100 Brightspeed Prepaid Mastercard®.

Internet Offers *(continued)*

Fiber Internet 500 Mbps 🎁

500 Mbps High-Speed Internet

- Download / Upload Speed: 500M / 500M
- Tech installation required.
- Paperless billing required.
- This service will require an aerial line drop to your home in order to provide services
- 1-year price lock guarantee.

\$44.99/mo

Best for small households that need a little extra online oomph. Larger households that need the basics well covered.

Regular Price \$44.99 / mo

 **Select**

 **Additional Detail**

Fiber Internet 200 Mbps

200 Mbps High-Speed Internet

- Download / Upload Speed: 200M / 200M
- Tech installation required.
- Paperless billing required.
- This service will require an aerial line drop to your home in order to provide services
- 1-year price lock guarantee.

\$29.99/mo

Best for small households who just need the internet basics.

Regular Price \$29.99 / mo

 **Select**

 **Additional Detail**

Click

Select

To Proceed

Adding Voice Services

Would you like to add Voice services?

No, thanks Yes, I would like to add it

Back Continue

If yes, the form expands

Would you like to add Voice services?

No, thanks Yes, I would like to add it

Digital Voice - Standard, \$30.00/mo

Do you want a new telephone number?

Yes, please give me a new telephone number. No, I would like to keep my telephone number.

Your listing will be published last name, first name. If you would like to make changes to this please contact customer care after your service has been activated.

Back Continue

Step 2 Configure Services

Step 1 Choose Service **Step 2 Configure Services** Step 3 Customer Information Step 4 Review and Verification Step 5 Schedule Installation

 Change Product

brspd-c1da19bf-e1aa-4098-866d-904ad9057300
Name - test test
Address - 6 PEARL ST WHITEHOUSE STATION, NJ, 08889

Please select Installation Type.

Tech Installation, \$0.00 one-time charge

NOTE: technical installation is the only option for this service

Would you like any value add-ons?

No, thanks Yes, I would like to add it

Back Continue

One-time Charges	
Tech Installation Fee:	\$ 0.00
Total One-time Charges:	\$ 0.00

Monthly Charges	
Fiber Internet 1 Gig:	\$ 0.00
Total Monthly Charges:	\$ 0.00

All fiber orders
require tech install

Check box &
Click Continue

Additional Features – Can get digital voice

Step 1 Choose Service Step 2 Configure Services Step 3 Customer Information Step 4 Review and Verification Step 5 Schedule Installation

 **Change Product**

brspd-f378339e-84a4-461c-b7ba-257bd2d4e4da
Name - Melissa Testorder
Address - 501 LEE AVE ELIZABETHTON, TN, 37643

Would you like to add Voice services?

No, thanks Yes, I would like to add it

Digital Voice - Standard, \$30.00/mo

Do you want a new telephone number?

Yes, please give me a new telephone number. No, I would like to keep my telephone number.

We can only port phone numbers in the same state

Telephone number you would like to port*

Porting Account Number*

Click here if this is a mobile phone number.

Address where this phone number currently works*
 Same as service address

Unit / Apt City*

One-time Charges	
Total One-time Charges:	\$ 0.00

Monthly Charges	
Fiber Internet 1 Gig:	\$ 0.00
Digital Voice - Standard:	\$ 30.00
Total Monthly Charges:	\$ 30.00

When entering phone number customer wishes to port, system will tell you if portable, info must be accurate or the order will fallout

Step 2 Configure Services – Value Add-ons

Brightspeed value added services are available!

Please note, availability varies by area, depend on your system to guide you



Change Product

Step 1000000 000 400 000
42a452f7f75a
Name - Melissa Testorder
Address - 239 WOODLAND ST GATE CITY,
VA, 24251

Please select Installation Type.

Tech installation, \$0.00 one-time charge

NOTE: technical installation is the only option for this service

Please select add-ons (optional).

WiFi Protection, \$5.00/mo

- WiFi Protection is a state-of-the-art network management tool to help control and protect your network. Control anything from bandwidth to screen times, while also enjoying 24/7 proactive protection for your network.

WiFi extender, ~~\$5.00/mo~~ \$0.00/mo for 1 month

- Free for 1 month per selected extender (1 total)
- First Month Free-WiFi extender
- Boost your Brightspeed Fiber Internet signal throughout your home with a state-of-the-art WiFi extender. Our total home mesh WiFi ensures you have reliable WiFi in every room, so you can enjoy seamless, ultrafast connectivity.

← Can select up to 4

Brightspeed Total Home Tech Support, \$10.00/mo

- Enjoy direct support from the experts at Asurion for your home tech issues. From troubleshooting printer issues, to setting up your smartwatch, to installing software updates, you'll get live, specialized help when you need it. You can cancel anytime without penalty. For more information, see "Terms" below.

Back

Continue

One-time Charges

Tech installation Fee: \$ 0.00

Total One-time Charges: \$ 0.00

Monthly Charges

Fiber Internet 1 Gig: \$ 0.00

Total Monthly Charges: \$ 0.00

Step 3 Customer Information



Step 1 Choose Service Step 2 Configure Services **Step 3 Customer Information** Step 4 Review

Let's gather some information about you

Please confirm or update the information below

First Name*	Last Name*
<input type="text" value="Melissa"/>	<input type="text" value="Testorder"/>
Contact Number*	Contact Email*
<input type="text" value="423-213-2334"/>	<input type="text"/>
Billing Address*	
<input type="text" value="501 LEE AVE"/>	
Unit / Apt	City*
<input type="text"/>	<input type="text" value="ELIZABETHTON"/>
State*	Zip Code*
<input type="text" value="TN"/>	<input type="text" value="37643"/>

Where should we send any equipment or installation material?

NOTE: Shipping address cannot be a PO Box Same as service address

Step 4 Review and Verification

Step 1 Choose Service Step 2 Configure Services Step 3 Customer Information **Step 4 Review and Verification** Step 5 Schedule Installation

Here is a quick review of your order and charges

Order Review

One-time Charges

Tech Installation:	\$0.00
Taxes:	\$0.00
Total One-time Charges:	\$0.00

Monthly Charges

Fiber Internet 500 Mbps:	\$49.00
Digital Voice - Standard:	\$30.00
Taxes:	\$12.10
Total Monthly Charges:	\$91.10

Contact Information

Name: Melissa Testorder Email Address: melissa.rowe@brightspeed.com
Contact Number: 423-213-2334

Service Information

Service Address: 501 LEE AVE ELIZABETHTON, TN, 37643

Back Continue

brspd-d11f1b79-1be8-41bd-9c09-91c434d4eb4e
Name - Melissa Testorder
Address - 501 LEE AVE ELIZABETHTON, TN, 37643

If customer selected a plan with discount, the discounted amount shows

If eligible for My Bundle offer, this box will appear when clicking continue

My Bundle Disclosure

Limited time offer; subject to change. While supplies last. New Brightspeed customers only. Qualifying Brightspeed Fiber Internet services only. Must be in good standing. MyBundle account required for redemption. Must redeem credit with the same email address registered to Brightspeed account; redeem with MyBundle. MyBundle credit of \$20/month over first 6 months of service for 1 Gig

Continue

Step 5 Schedule Installation

DO NOT USE BROWSER BACK BUTTON WHILE IN ORDER FLOW.

Step 1 Choose Service > Step 2 Configure Services > Step 3 Customer Information > Step 4 Review and V

Now it is time to select an installation date for your service

S	M	T	W	T	F	S
29	30	31	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	1
2	3	4	5	6	7	8

Click a date and specific times appear

Closer Offers
MUST CHECK BOX DURING ORDER ENTRY TO APPLY

Step 1 Choose Service > Step 2 Configure Services > Step 3 Customer Information > Step 4 Review and Verification > Step 5 Schedule Installation

Now it is time to select an installation date for your service

S	M	T	W	T	F	S
29	30	31	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	1
2	3	4	5	6	7	8

- Thursday, Between 08:00 AM and 10:00 AM
- Thursday, Between 10:00 AM and 12:00 PM
- Thursday, Between 12:00 PM and 02:00 PM
- Thursday, Between 02:00 PM and 04:00 PM

brspd-df82c703-2591-4759-a309-df5c15f28e4f
Name - Melissa Test
Address - 501 LEE AVE ELIZABETHTON, TN, 37643

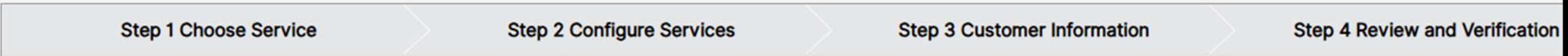
Internet Closers
First Month Free-Fiber Internet
\$0.00/mo for 1 month, \$69.00/mo after promo

Continue

BASS > Order > Submit Pre-qual/Order

Pre-Qual Order Start New

Do not use browser back button while in order flow.



Send SMS to: 4232132334

Send Email to: melissa.rowe@brightspeed.com

I confirm I have verbally informed the customer of their Right to Rescind within 3-7-business days.

Send

This box must be checked before the disclosures (RCCs) will send.

Brightspeed policy allows a customer to cancel at any time. If cancelled before installation, the customer will receive full refund.

*****Right to Rescind has always been a part of the RCCs that a customer accepts. If the customer has questions, please have them read the disclosure before accepting.***

Disclosures & Payment Gathering

**Customer must submit themselves*

Do not use browser back button while in order flow.

Step 1 Choose Service > Step 2 Configure Services > Step 3 Customer Information > Step 4 Review and

Send SMS to: 4232132334

Send Email to: melissa.rowe@brightspeed.com

Can I send you a text message with the order quote for you approval? I have your mobile number as 4232132334.

I acknowledge I read the above statement to the customer.

Send

Once you click Send, the customer's disclosures appear on BASS screen so you can see exactly what the customer sees

Monthly Charges	
Fiber Internet 200 Mbps	\$49.00
Total Monthly	\$49.00
One-Time Fees	
Tech Installation	\$100.00
Taxes	\$9.75
Total One-Time	\$109.75
Due today	
Subtotal	\$158.75
\$20 credit for 6 months	-\$20.00
Installation Savings	-\$109.75
Total Due Today	\$29.00

Offer disclosure	
<input type="checkbox"/>	I understand and agree to the Brightspeed Subscriber Agreement*

Broadband Facts	
Brightspeed Fiber Internet 200 Mbps Fixed Broadband Consumer Disclosure	
Monthly Price	\$49.00
This monthly price is an introductory rate. No time the introductory rate applies. n/a	
Monthly price after the introductory rate	\$49.00
Length of contract	n/a
Link to Terms of Contract	n/a
Additional Charges & Terms	
Provider Monthly Fees	
Modem Rental	\$0.00
One-Time Purchase Fees	
Tech Installation Fee	Waived
Self-installation Fee	\$0.00
Early Termination Fee	\$0.00
Government Taxes	Varies
Discounts & Bundles	
Visit the link below for available billing discounts and pricing options for broadband service	

Disclosures continued

A timer will appear as well as disclosures for you to view. Once customer confirms everything accepted – Click Retrieve Acceptance & Continue

Step 1 Choose Service > Step 2 Configure Services > **Step 3 Customer Information** > Step 4 Review

Send SMS to: 4232132334

Send Email to: melissa.rowe@brightspeed.com

Accepted

Continue

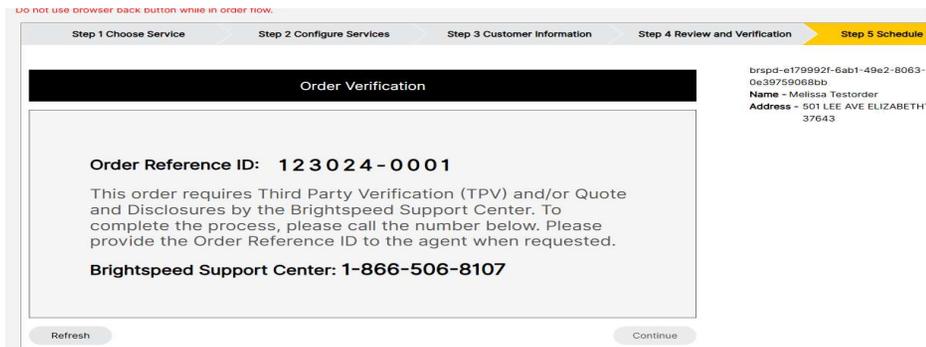
brightspeed

+1 (833) 692-7773

ENGLISH SPANISH

Quote and Agreement

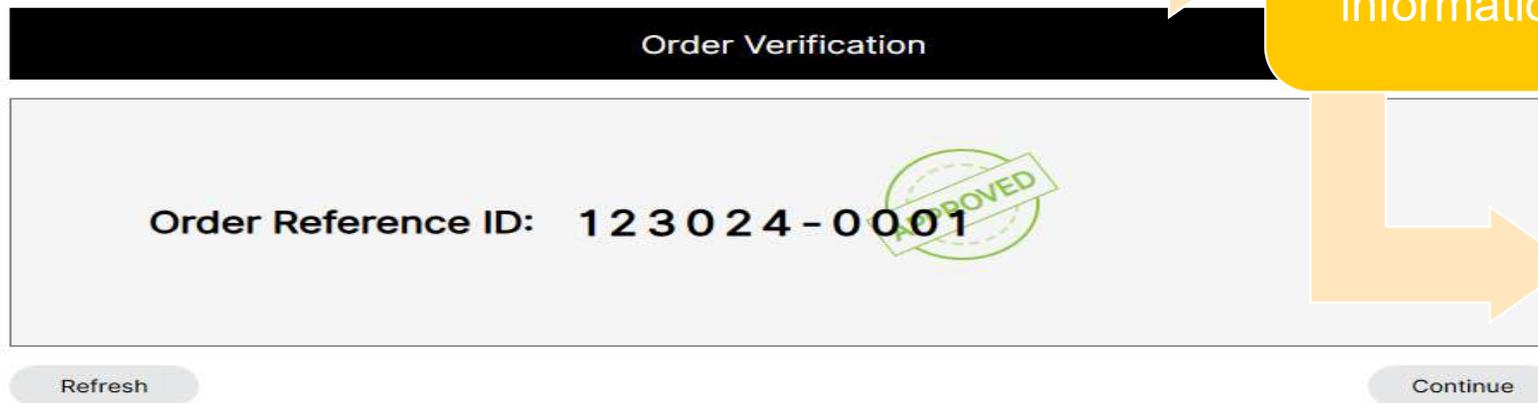
Time for TPV – Door to Door Only



Call # on screen

This process will only appear when a customer ports their phone number from another company

Customer Verifies Order information



Once approved, click Refresh & then Continue

Final Step – Submit Order

BASS > Order > Submit Pre-qual/Order

[Pre-Qual](#) [Order](#) [Start New](#)

Do not use browser back button while in order flow.

Step 1 Choose Service

Step 2 Configure Services

Step 3 Customer Information

Step 4 Review and Verification

Step 5 Schedule Installation

Confirmation email

Email customer a confirmation email

Customer Email:

Email both, customer and dealer a confirmation email

brspd-e179992f-6ab1-49e2-8063-0e39759068bb

Name - Melissa Testorder

Address - 501 LEE AVE ELIZABETHTON, TN, 37643

By clicking submit you are submitting your order to Brightspeed

Submit

Reporting System Issues - BASS

- If you receive an error in BASS, please be sure to report it.
- Reporting system issues helps the Brightspeed team help you!
- If you receive an error in BASS, please send following to bass@brightspeed.com
 - Transaction ID (this appears on every screen during an order, example below in red)
 - Customer address
 - Details of error and step being performed

The screenshot displays a horizontal progress bar with five steps: Step 1 Choose Service (highlighted in yellow), Step 2 Configure Services, Step 3 Customer Information, Step 4 Review and Verification, and Step 5 Schedule Installation. Below the progress bar, on the left, is a circular icon with a document symbol and the text 'Change Product'. On the right, a red box highlights the transaction ID: brspd-f378339e-84a4-461c-b7ba-257bd2d4e4da. Below the ID, the customer's name and address are listed: Name - Melissa Testorder, Address - 501 LEE AVE ELIZABETHTON, TN, 37643.

Copper Ordering

Residential Internet 6 Mbps

6 Mbps High-Speed Internet

- Download / Upload Speed: 6M / 0.5M
- Tech installation required.
- Paperless billing required.

\$65.00/mo
Residential Internet 6 Mbps

Regular Price \$65.00 / mo

 **Select**

 **Additional Detail**

I do not want internet option

0 Mbps High-Speed Internet

This option has to be chosen if customer is requesting phone only

 **Select**

 **Additional Detail**

Copper Ordering

Voice Services

Would you like to add Voice services?

 No, thanks Yes, I would like to add it Brightspeed Voice, \$50.00/mo

Do you want a new telephone number?

 Yes, please give me a new telephone number. No, I would like to keep my telephone number.

Your listing will be published last name, first name. If you would like to make changes to this please contact customer care after your service has been activated.

One-time Charges	
Total One-time Charges:	\$ 0.00
Monthly Charges	
Residential Internet 6 Mbps:	\$ 65.00
Brightspeed Voice:	\$ 50.00
Total Monthly Charges:	\$ 115.00

Voice service has several features within plan. Customer can enable them via app after activation

Copper Ordering

Voice Services – Porting phone number

Do you want a new telephone number?

Yes, please give me a new telephone number.

No, I would like to keep my telephone number.

We can only port phone numbers in the same state

Telephone number you would like to port*

Phone number is portable.

Porting Account Number*

Click here if this is a mobile phone number.

Address where this phone number currently works*

Same as service address

Unit / Apt

City*

State*

TN

Zip Code*

Your listing will be published last name, first name. If you would like to make changes to this please contact customer care after your service has been activated.

System will inform agent if TFN is eligible

If an error appears after entering TFN, the order will not proceed.

Copper Ordering

Tech Installation & Add-ons

Step 1 Choose Service

Step 2 Configure Services

Step 3 Customer Information

Step 4 Review and Verification

Step 5 Schedule Installation



Change Product

copper-b813f678-6d31-485e-bf2c-7c211f6c19df
Name - Melissa Testorder
Address - 7861 HIGHWAY 19 E ROAN MOUNTAIN, TN, 37687

Please select Installation Type.

Request technician, \$30.00 one-time charge

Would you like any value add-ons?

No, thanks

Yes, I would like to add it

Inside Wire Protection Res, \$16.00/mo
Inside Wire Protection Res

One-time Charges

Request technician Fee:	\$ 30.00
Total One-time Charges:	\$ 30.00

Monthly Charges

Residential Internet 6 Mbps:	\$ 65.00
Brightspeed Voice:	\$ 50.00
Inside Wire Protection Res Fee:	\$ 16.00
Total Monthly Charges:	\$ 131.00

Back

Continue

****copper requires \$30 one-time fee**

© 2024 Connect Holding II LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Customer Verification

Agent must send disclosures to customer where a credit check could determine a deposit

Step 1 Choose Service Step 2 Configure Services Step 3 Customer Information **Step 4 Review and Verification**

Brightspeed requires an identity verification and will ask if you agree to a credit check. Declining a credit check will result in a deposit. Applicant must be 18 years or older. How would you like receive this form?

Send SMS to:

Send Email to:

Credit Check

This is what the customer sees

Applicant must be 18 years of age or older. A credit check is required to establish service and should not impact your credit score.

Date of Birth*

Do you consent to a credit check?

Yes, I consent to a credit check

No, I do not consent to a credit check (\$60 deposit required)

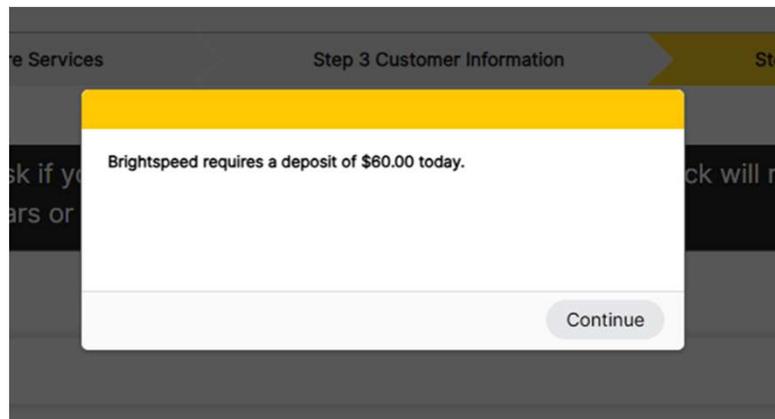
SSN

Street Address (for Credit Check)*

Same as Service Address

This type of credit check is considered a “soft credit inquiry” and does not negatively affect your credit score. It is not visible to carriers or lenders who may review an applicant’s credit file to make financial risk decisions. “Soft credit inquiries” are generally only visible to the consumer.

Submit



Fiber Internet 600 Mbps

600 Mbps High-Speed Internet

- Download / Upload Speed: 600M / 600M
- Tech installation required.
- This service will require an aerial line drop to your home in order to provide services

- \$0.00/mo for 1 month, 3 Month Free offer via bill credit in month 1 and reward card in months 6 and 12.**
Larger households that need bandwidth to support HD streaming and gaming.

Price after Promo \$49.00 / mo

 **Select**

 **Additional Detail**

Fiber Internet 300 Mbps

300 Mbps High-Speed Internet

- Download / Upload Speed: 300M / 300M
- Tech installation required.
- This service will require an aerial line drop to your home in order to provide services

- \$29.00/mo for 6 month, \$20 off for 6 months**
Small families and professional couples who need just enough speed for day-to-day interneting and working from home.

Price after Promo \$49.00 / mo

 **Select**

 **Additional Detail**

Step 1 Choose Services: Internet Offers

Fiber Internet 2 Gig

High-Speed Internet

- Download / Upload Speed: 2G / 2G
- Tech installation required.
- Paperless billing required.
- This service will require an aerial line drop to your home in order to provide services

\$0.00/mo for 1 month, 3 Month Free offer via bill credit in month 1 and reward card in months 6 and 12.
Best for highly connected households and internet users looking for bandwidth that seemingly knows no limits, and an easily handle dozens of devices at once.

Price after Promo **\$89.00 / mo**

 Select

 Additional Detail

Fiber Internet 1 Gig

High-Speed Internet

- Download / Upload Speed: 1G / 1G
- Tech installation required.
- Paperless billing required.
- This service will require an aerial line drop to your home in

Additional Information

Up to 2 GIG upload and download speed, Fastest speed for smart homes and seamless collaboration

Contract Terms

No Contract Months commitment; early termination penalties apply.

Early Termination Fee

No Early Termination Fee

Compare Plans

Home-based (remote) working: 4-10 simultaneously with video conferencing, large file downloads and uploads
Homesecurity: Multiple live video feeds
Gaming: For multi-player marathons
Streaming: 25+ HD or 20+ 4K streams simultaneously
Householdsize: 5-10 people
Devices: 20+

Why choose 2 Gbps?

For the ultimate experience: Everyone streams, games, and video calls with no lag. Flawless 4K streaming and live home-security monitoring.

Price after Promo **\$59.00 / mo**

 Select