

Leapfrog Ordering Site

www.twcdependentretailer.com

www.spectrumauthorizeddealer.com

April 2017

Sign In

Welcome!

USERNAME*

PASSWORD*

[Forgot your password?](#)

Login

Step 1 of 2



Dealer's username and password will be the same as their login to www.authorizeddealerprogram.com

Select Location



Select the location from the drop down menu and click “Login”

Enter the Customer's Address

Find great deals at your address:

Time Warner Cable
Spectrum
AUTHORIZED RETAILER

SALES PERSON ID

*STREET ADDRESS

APT #

*ZIP CODE

Search Now!

*Required info only used to check availability of offers

#1 Retailer / 1 Retailer Test Ln [log out](#)

Time Warner Cable is now Spectrum!

Correct address, zip, and phone number are required fields

Enter a sales person ID to track orders in reporting

Bundle Services & Save Even More!

Spectrum TV

With Digital TV you get local broadcast, cable and sports networks in HD at no extra cost.

Spectrum Internet

Broadband Internet feeds your need for speed. Great for downloading videos and photos, better gaming experiences and faster file sharing.



Spectrum Internet

Spectrum TV

Spectrum Voice

Spectrum Phone
Get the most from your phone line with features like Caller ID and voicemail forwarding so you won't miss important calls when you're out and about.

For a preview of Time Warner Cable/Spectrum offers that may be available in your area*

[Click Here](#)

Service Check

Time Warner Cable | **Spectrum**
AUTHORIZED RETAILER

Find great deals at your address:

SALES PERSON ID

*STREET ADDRESS APT # *ZIP CODE

Search Now!

*Required info only used to check availability of offers

Enter an address and the system will check if services are available at this location. If services are available, the user will then be directed to the plans page.

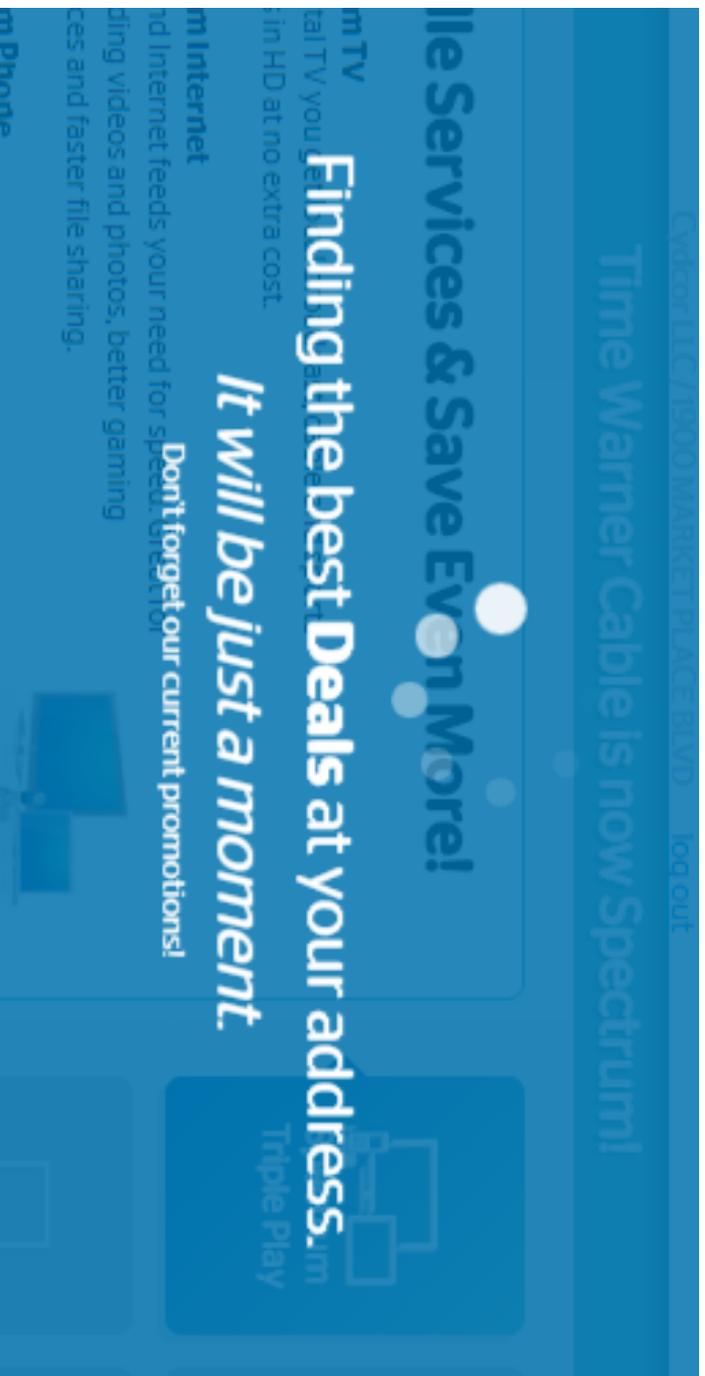
Service Check, continued



If the address the customer has provided is entered incorrectly in the service check field, the screen will provide suggested address.

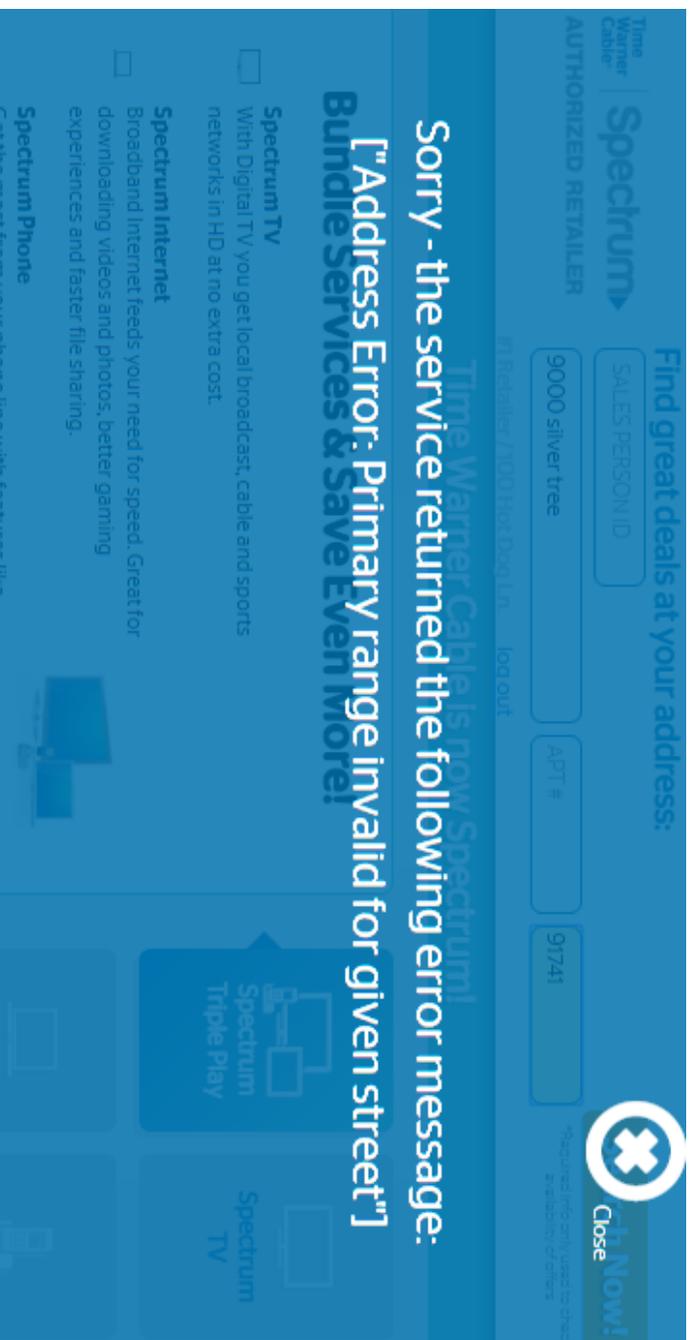
Review these addresses with the customer to ensure the proper address is captured

Processing Service Check



An interstitial page may appear while the plans load.

Address not serviceable



An error will display if the address is not recognized as serviceable

Processing Service Check System Error



we recommend trying again by logging out, and start a new order session

New Customer Plans Page

The screenshot displays the 'Choose Plan' page with a navigation bar at the top containing five steps: 1 Choose Plan, 2 Customize, 3 My Info, 4 Installation, and 5 Payment. Below the navigation bar are tabs for 'Bundle Plans', 'Single Services', 'Intelligent Home', and 'Spanish Programming'. The main content area features four plan cards:

- TV Select and Phone**: \$59.98 per month for 12 months. Services include TV Channels, TV - Over 125 (Various HD Channels), and Phone - Unlimited. Includes 'Add To Cart' and 'Plan Details' buttons.
- TV Select and Spectrum Internet**: \$79.98 per month for 12 months. Services include TV Channels, TV - Over 125 (Various HD Channels), and Internet - Speeds up to 100 Mbps. Includes 'Add To Cart' and 'Plan Details' buttons.
- Spectrum Internet and Phone**: \$64.98 per month for 12 months. Services include TV Channels, Internet - Speeds up to 100 Mbps, and Phone - Unlimited. Includes 'Add To Cart' and 'Plan Details' buttons.
- TV Silver and Phone**: \$79.98 per month for 12 months. Services include TV Channels, TV - Over 75 (Various HD Channels), and Phone - Unlimited. Includes 'Add To Cart' and 'Plan Details' buttons.

At the bottom of the page, there is a 'My Cart' section with a 'Previous Step' button and a 'Change Plan' button. A green box highlights these two buttons, with arrows pointing to them from a yellow note box on the right. Below the 'My Cart' section, there is a 'Service Details' section showing 'SERVICE ADDRESS' (145 E 43RD ST 2C, NEW YORK, NY 10017) and 'Change Service Location'. Below that, a table shows 'Monthly Charges' (\$0.00), 'One-Time Fees' (\$0.00), and 'TOTAL CHARGES**' (\$0.00). A small disclaimer is visible at the bottom left of the page.

Note: The system will automatically switch over to another cable service provider, if you run a service check for a customer address that is in that cable company's footprint.

At any time you need to change a part of your order, please use the navigation links available in the ordering site versus the back and forth buttons of the web browser

Choose from single plans or bundle options and click "Add to Cart"

Spanish Programming

The screenshot displays a navigation bar with four tabs: 'Bundle Plans', 'Single Services', 'Intelligent Home', and 'Spanish Programming'. The 'Spanish Programming' tab is highlighted with a green border and a green arrow pointing to it. Below the navigation bar, there are four product cards arranged in a 2x2 grid. Each card features a blue header with a TV icon and the name of the service, a large price tag, a 'per month for 12 months' note, a 'Services' section with a checkbox and text, and an orange 'Add To Cart' button with a right-pointing arrow. The cards are: 1. TV Select Milatino (\$44.99) with services 'TV - Over 125 (Varies HD Channels)'. 2. TV Silver Milatino (\$64.99) with services 'TV - Over 175 (Varies HD Channels)'. 3. TV Gold Milatino (\$84.99) with services 'TV - Over 200 (Varies HD Channels)'. 4. TV Select and Spectrum Internet Milatino (\$79.98) with services 'TV - Over 125 (Varies HD Channels)' and 'Internet - Speeds up to 100 Mbps'. Each card also has a 'Plan Details' and 'TV Channels' button in the 'Services' section.

Note: For Hispanic product packages, please click on the “Spanish Programming” tab

11 CONFIDENTIAL Choose from single plans or bundle options and click “Add to Cart”

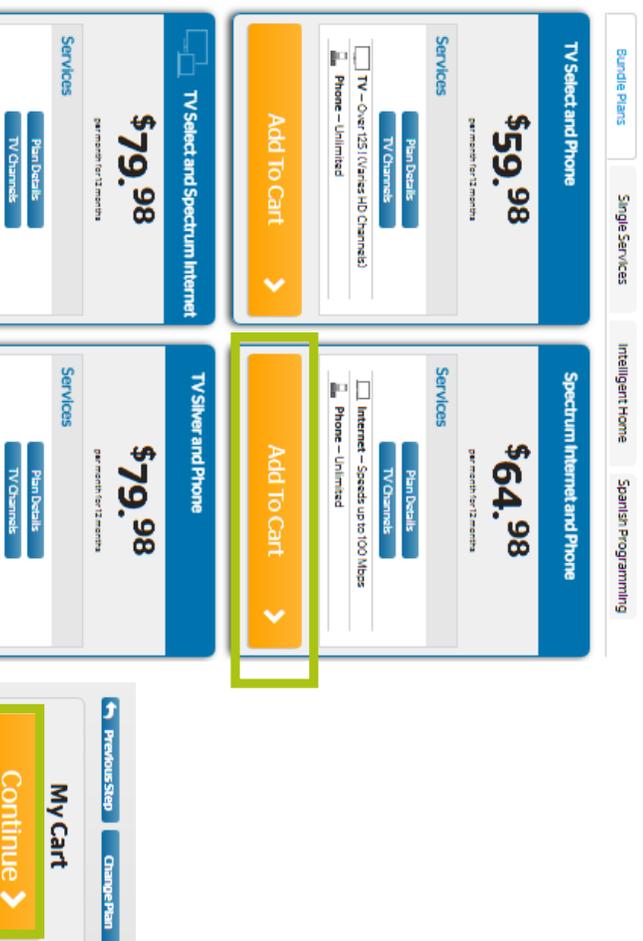
Offer Stacking

The screenshot displays a 'Choose Plan' interface. At the top, there are tabs for 'Bundle Plans', 'Single Services', 'Intelligent Home', and 'Spanish Programming'. Below these, there are three plan cards: 'A Television plan is already in your cart.' (Remove From Cart), 'A Telephone plan is already in your cart.' (Remove From Cart), and 'Spectrum Internet' for \$44.99 (Add To Cart). The 'Spectrum Internet' card shows 'Parameter for 12 months' and 'Services' including 'Plan Details' and 'TV Channels'. Below the plan cards, there is a 'My Cart' section with a 'Continue' button. The 'My Cart' section includes 'SERVICE ADDRESS' (145 E 48th St, 2c, NEW YORK, NY 10017), 'TV Gold and Phone' (Remove from Cart), 'Service Details', and 'Promotions'. A table shows 'Monthly Charges' (Promotional Price: \$99.98, Hardware Fee: \$0.00, Total Monthly Charges: \$99.98) and 'One-Time Fees' (Installation Fee: \$0.00, Total One-Time Fees: \$0.00). The 'TOTAL CHARGES**' is \$99.98. An arrow points from the 'Add To Cart' button to the 'TOTAL CHARGES**'.

Note: "Add to Cart" allow users to add multiple plans to a single order. Only one offer per product type can be combined.

Plans Page

- After verifying the customer's service address, plans will be presented.
- The agent has the ability to toggle between bundle and single play offers.
- If multiple single services are selected and the selected single services already exist as a bundle, the cart will automatically update with that bundle and pricing
- When ready, select "Add to Cart"
- If you have selected all services, then select "Continue" which is located on the "My Cart" section



Plans Page, continued

- If any promotions are available with the plan the customer has chosen, the area within the highlighted green box will reflect all applicable promotions available to the customer

Choose Plan

 Preferred TV+ Ultimate 100 +
Phone

\$89.99
per month for 12 months

Services

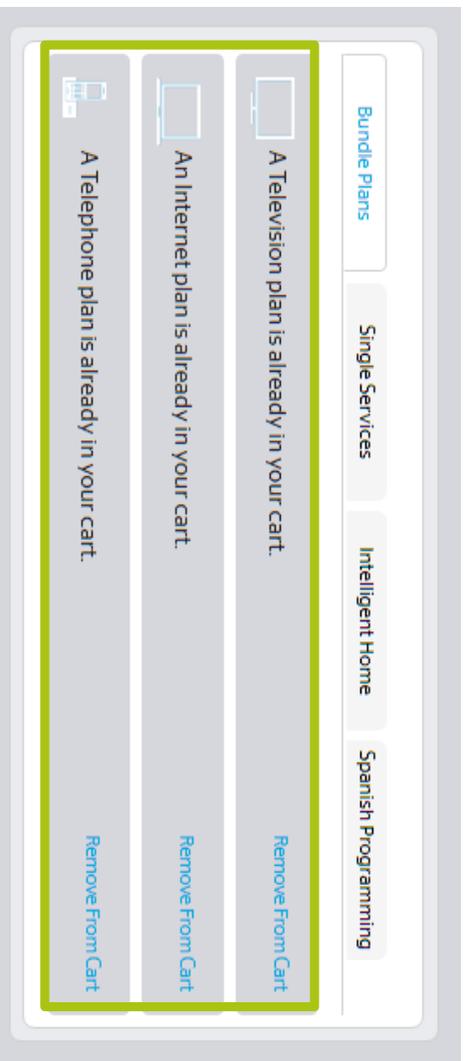
Plan Details

-  **TV** — Up to 200 (Up to 100 HD Channels)
-  **Internet** — Speeds up to 100 MBPS
-  **Phone** — Unlimited

Included Promotions

Add To Cart >

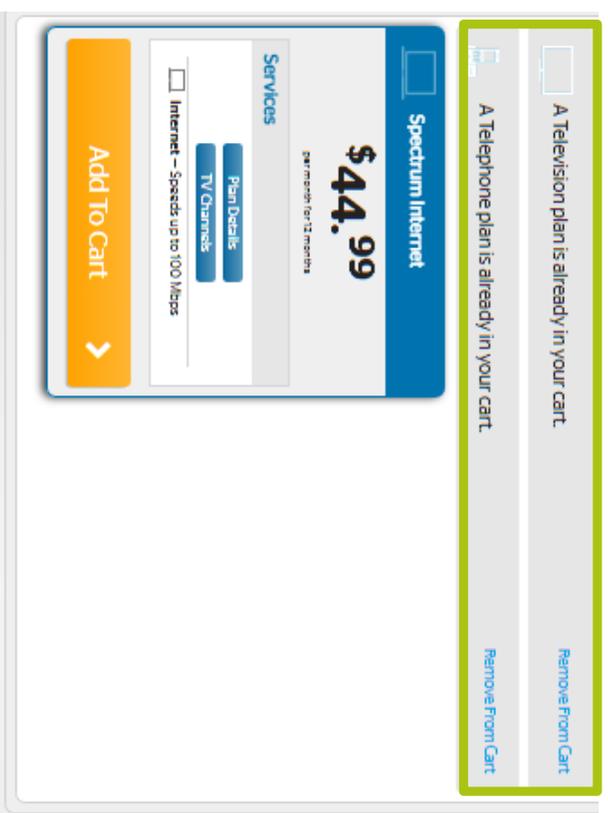
Plans Page, continued



In the example to the right, only a television and phone product are in the cart. Plans that contain internet will still appear, so when clicking on the triple play tab you will see all options still available to be selected.

➤ When a bundle is selected the cart will reflect which products are currently in the cart.

➤ In the example to the left, an internet, a television, and a phone product have all been selected.



Product Customizations

INTERNET OPTIONS

Additional Internet Services (optional)

Additional Internet Services

- Charter WiFi (\$5,000) [VIEW DETAILS >](#)
- WiFi Activation Fee (\$9,999) [VIEW DETAILS >](#)

TV OPTIONS

Travel The World on Your TV (optional)

Watch news, dramas, sitcoms, music, cinema and religious and cultural shows in a variety of languages.

- Filipino Pass Plus (\$24,999) [VIEW DETAILS >](#)
- Hindi Passport (\$69,999) [VIEW DETAILS >](#)
- TV5 Monde (\$9,999) [VIEW DETAILS >](#)
- Globo (\$19,999) [VIEW DETAILS >](#)
- Rai Italia (\$9,999) [VIEW DETAILS >](#)
- Russian Pass Plus (\$29,999) [VIEW DETAILS >](#)
- Channel One Russia (\$14,999) [VIEW DETAILS >](#)
- TV Japan (\$24,999) [VIEW DETAILS >](#)
- TV Asia (\$14,999) [VIEW DETAILS >](#)
- ZEE TV (\$20,000) [VIEW DETAILS >](#)

Please configure your first television. (required)

Installation of your first TV is included in your professional install fee. Please configure your TV from the options below.

- HD Box (\$4,999) [VIEW DETAILS >](#)
- HD DVR Box and Service (\$4,999) [VIEW DETAILS >](#)

PHONE OPTIONS

Please select your Phone Installation: (required)

Please add the Technician Install for Phone service.

- Professional Install (\$34,999) [VIEW DETAILS >](#)

Make International Calls? Save Even More! (optional)

International Calling plan

- Spectrum Voice International (\$5,000) [VIEW DETAILS >](#)

Your Telephone Number Options (required)

With Charter Voice you can keep your current number or you can select a new number.

- Keep Existing Number - Port (\$0,000) [VIEW DETAILS >](#)
- Get a New Number from Charter - Host (\$0,000) [VIEW DETAILS >](#)

Voice equipment

Battery Back Up (optional)

Battery Back Up

- Battery Pack (\$40,000) [VIEW DETAILS >](#)

Depending on the plan and services selected, additional options to customize your order may be applicable before proceeding. Please choose options according to the customer's preference.

Self Install (Easy Connect) Option

TV OPTIONS

Please select your Installation Choice: *(required)*

Choose from Technician Installation or Self Installation and have your equipment shipped to your address.

- Easy Connect Delivery (\$0.00) [VIEW DETAILS+](#)
- Professional Install (\$34.99) [VIEW DETAILS+](#)

Please note the Easy Connect option will only be available online for customer addresses which have or previously had Spectrum service within the last 24 months. Easy Connect will not be available online for any offers that include phone service as TPV will be required.

Customization-TV, Phone, and Internet



- As you are customizing TV, Phone, and Internet options for the customer, you will see those customizations/charges automatically placed into their cart
- The cart is also broken out between monthly charges and one-time charges (such as the installation fee)
- Updates customizations regularly. There will be customizations specific to only some plans/regions as decided by the Cable Company.

Estimated costs and pricing details will be reflected upon selecting all customizations and clicking on "Continue"

Enter Customer Information

Customer Details

Personal Information

First Name

Last Name

Address
1900 blue crest
San Antonio, TX 78247

I have lived at the above address less than one year

Service Phone
New Customer: Input the phone number to be associated with their account (TWC may call this number to set up or resolve installation)

(999) 999-9999*

Contact Phone
 Check if same as Account Phone Number

(999) 999-9999*

Email

(Customer will receive their order confirmation at this email. This is the same email address TWC will use to confirm or resolve installation)

Confirm Email

Create your four digit PIN

Enter Customer Information

My Cart

SERVICE ADDRESS
1900 BLUE CREST
San Antonio, TX 78247
[Change Service Location](#)

TV Select and Phone

Service Details

Promotions

Monthly Charges

Promotional Price	\$59.98
Hardware Fee	\$0.00
AD Box	\$4.99
Keep Existing Number - Port	\$0.00
Total Monthly Charges	\$64.97

One-Time Fees

Installation Fee	\$0.00
Professional Install	\$34.99
Total One-Time Fees	\$34.99

TOTAL CHARGES**

\$99.96

** This amount includes taxes and fees. After pricing your order, the actual amount of the fees will be shown and included in your final statement. Monthly charges for the first month are prorated. The total amount charged to your credit card upon ordering may be less or more than the amount shown in this table. Our recurring charges will be billed on your next billing date.

Review plan information

The order confirmation email and any important changes to the order will be sent to the email address provided here.

Have the customer create their PIN number to associate with their account

Continue

Sales Automation Requirements

Enter the customer's previous address if they have lived at the service address for less than a year. This information is used for checking credit.

Personal Information

First Name

Last Name

Address
1900 blue crest
San Antonio, TX 78247

I have lived at the above address less than one year

Previous Street Address

Previous Apt# / Suite

Previous City

Previous State
Select State ▼

Previous ZIP Code

By clicking to schedule an installation online, dealers can set up an account for the customer to speed up the installation process and increase the likelihood of activation.

Sales Automation View

Spectrum Credit Verification

A credit verification will be performed on the customer upon selecting

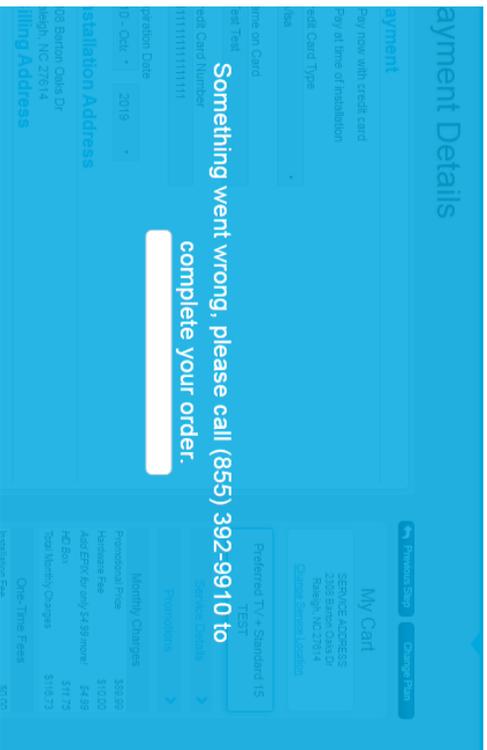
[Review Order ▶](#)

The response for the system will inform where the customer falls credit wise and next steps with completing the order:

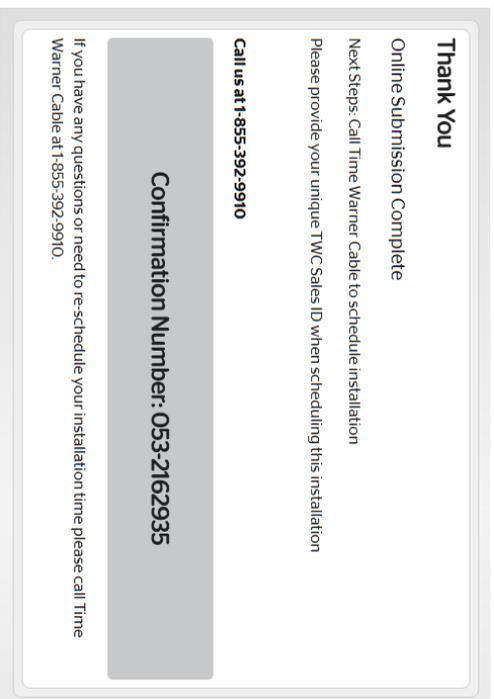
- If customer's credit **cannot be verified**, users will encounter a page instructing them to call Spectrum to complete the order.
- If the customer has **"satisfactory"** credit, the order will require a prepayment to complete the order.
- If the customer has **"good"** credit, the order will proceed to scheduling as normal.

Examples of how these will appear in the ordering site are available in the next few slides

Spectrum was not able to verify customer's credit



The customer did not meet Spectrum's credit criteria. To complete the order, the order needs to be called in to set up installation.



Calling in Spectrum Order

- **Select regions option based on customer's order location**
- **Provide Unique Dealer Sales ID**
- **Reference customer's order confirmation number**
- **Verify Order Information**
- **Provide customer credit card payment information**
- **Set up installation date and time**

Regions Options

State	Region	IVR Option
Arizona	PacWest	1
California	PacWest	1
Hawaii	PacWest	1
Washington	PacWest	1
Texas	Texas	2
Idaho	MidWest	3
Indiana	MidWest	3
Kansas	MidWest	3
Kentucky	MidWest	3
Missouri	MidWest	3
Nebraska	MidWest	3
Ohio	MidWest	3
Wisconsin	MidWest	3
Alabama	Carolina	4
North Carolina	Carolina	4
South Carolina	Carolina	4
New Jersey	NYC	5
New York	NYC	5
Maine	North East	6
Massachusetts	North East	6
New Hampshire	North East	6
Pennsylvania	North East	6

To ensure accurate order processing, please select the correct corresponding region option based on customer's order location.

Scheduling Installation Online

Customer Passes Credit Verification

Choose Date

Please select two different timeslots

1st Choice (required)

March 2017

Su	Mo	Tu	We	Th	Fr	Sa
		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	

03/14/2017

Choose a time: 08:00 AM-12:00 PM ▼

2nd Choice (required)

March 2017

Su	Mo	Tu	We	Th	Fr	Sa
		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	

03/14/2017

Choose a time: 08:00 AM-12:00 PM ▼

Your date and time of installation will be confirmed once your order has been placed.

[Continue](#)

Note: “First Choice” date will be the default installation date. “Second Choice” date will be given if “First Choice” is not available

- ✓ After completing the order, the site will provide available installation dates
- ✓ Prompt customer to agree to earliest available installation date
- ✓ Review available options with the customer and select a date and time
- ✓ Press continue to move to the next page of the buy flow

Customers will be able to choose two possible dates for installation

Scheduling Installation Online

Customer Passes Credit Verification

Schedule Installation

Choose Date

1st Choice (required)

March 2017

Su	Mo	Tu	We	Th	Fr	Sa
		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	

03/14/2017

Choose a time:

08:00 AM-12:00 PM ▾

2nd Choice (required)

March 2017

Su	Mo	Tu	We	Th	Fr	Sa
		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	

03/16/2017

Choose a time:

08:00 AM-12:00 PM ▾

08:00 AM-12:00 PM

01:00 PM-05:00 PM

Your date and time of installation will be confirmed once your order is accepted.

Continue

Once two available dates and times are chosen, the system will verify the requested dates and schedule the installation

Customer received “satisfactory” credit verification results

The screenshot shows a web form with two main sections: "Installation Address" and "Billing Address".

Installation Address
123 any street
Troy, OH 12345

Billing Address
If your billing address is different from your Installation address, enter your billing address below.
 Same as Installation address

Street Address
Apt# / Suite
City
State
Select State
Zip Code

Pay with Card

You may also pay by phone

Pay by Phone
View Confirmation Number

A yellow note box with a black border and an arrow pointing to the "View Confirmation Number" button contains the following text:

Note: If customer is unable to provide prepayment information, click here to receive order confirmation number

- Orders may require a prepayment of the first month’s service bill
- Always attempt to secure a credit card first. There is not an option to pay at the time of installation
- If customer refuses to provide payment, inform the customer that the order will not be considered complete and that their chosen installation appointment will be cancelled.

Customer received “good” credit verification results

Payment Details

Payment

Pay now with credit card

Credit Card Type

Name on Card

Credit Card Number

Expiration Date

Installation Address

2308 Barton Oaks Dr
Raleigh, NC 27614

Billing Address

If your billing address is different from your installation address, enter your billing address below.

Same as installation address

Street Address

Apt# / Suite

City

State

Zip Code

Continue

The customer met credit standards. No restrictions or prepayments are required.

Review Order

Review Your Order

My Plan

\$34.99 Standard 15

\$49.99 Standard TV

Install Address

293 greystone bld
Columbia, SC 29210

Contact Information

test test

(333) 333-3333

[Complete Order](#)

Note: Review order details and customer information before submitting

Order Confirmation

Order Confirmation

Thank You

Online Scheduling Complete

You have selected the following preferred installation date and time:

May 16, 2016 between 07:30 AM and 08:30 AM

May 18, 2016 between 07:30 AM and 08:30 AM

Please mark your personal calendar and be present for the technician during this time.

If you have any questions or need to re-schedule your installation time please call Time Warner Cable **1-855-392-9910**

Confirmation Number: 026-2157057

My Cart

SERVICE ADDRESS
508 W 29th St 14
NEW YORK, NY 10001

Standard Internet Test

Service Details

Promotions

Monthly Charges

Promotional Price	\$34.99
Hardware Fee	\$10.00
Total Monthly Charges	\$44.99

One-Time Fees

Installation Fee	\$0.00
Professional Install	\$39.99
Total One-Time Fees	\$39.99

TOTAL CHARGES**
\$84.98

** This amount excludes taxes and fees. After placing your order, the actual amount of taxes and fees will be calculated and reflected in your next bill statement. Total Charges typically include the One-Time Fees and Monthly Charges for the first month. The total amount charged to your credit card upon ordering may be less than the stated amount, if that is the case, the remaining charges will be reflected on your next billing statement.

Successful Sales Automated Order Confirmation

Order Confirmation

Thank You

Online Scheduling Complete

You have selected the following preferred installation date and time:

May 16, 2016 between 07:30 AM and 08:30 AM

May 18, 2016 between 07:30 AM and 08:30 AM

Please mark your personal calendar and be present for the technician during this time.

If you have any questions or need to re-schedule your installation time please call Time Warner Cable at **1-855-392-9910**

Confirmation Number: **026-2157057**

Account Number: **8150100042960616**

Note: Receiving both Account and Work Order numbers indicates your order was successfully scheduled and placed directly online into the biller.

My Cart

SERVICE ADDRESS
508 W 29th St 14
NEW YORK, NY 10001

Standard Internet Test

Service Details

Promotions

Monthly Charges

Promotional Price	\$34.99
Hardware Fee	\$10.00
Total Monthly Charges	\$44.99

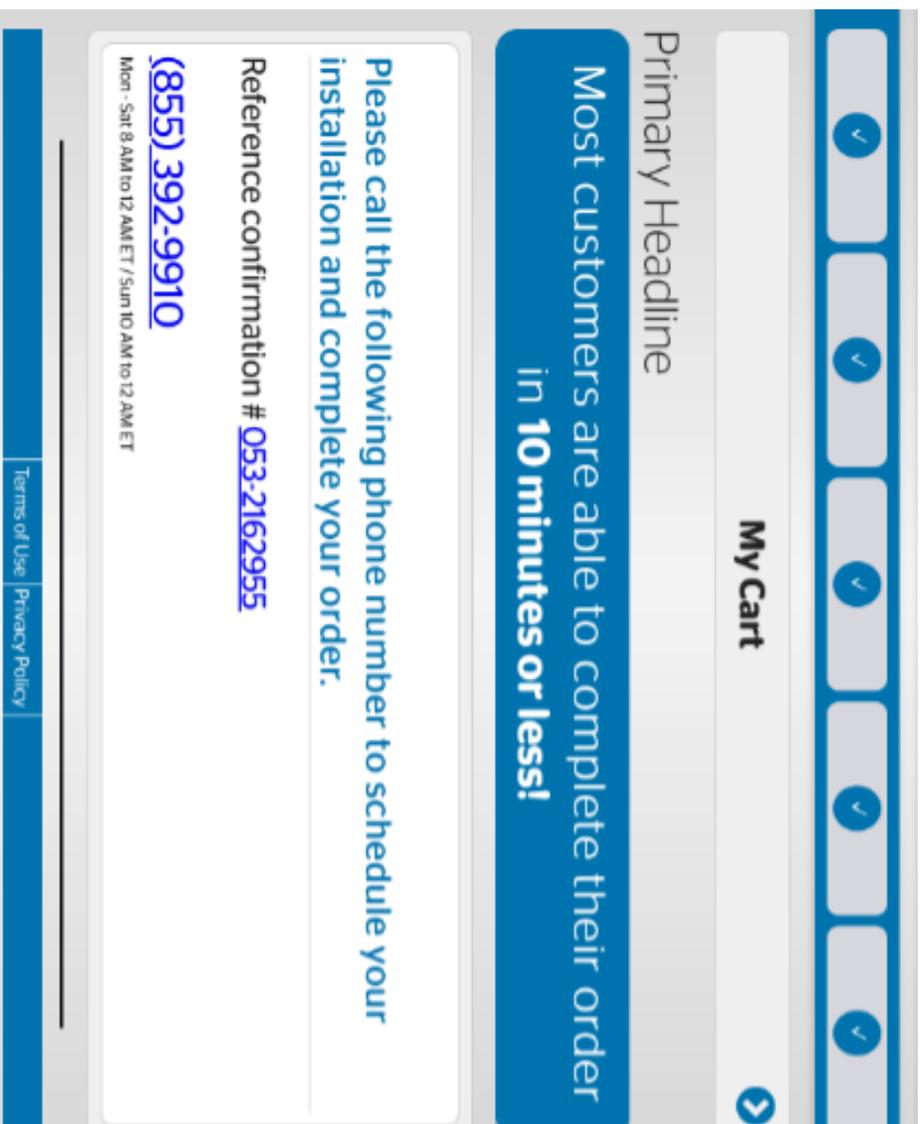
One-Time Fees

Installation Fee	\$0.00
Professional Install	\$39.99
Total One-Time Fees	\$39.99

TOTAL CHARGES**
\$84.98

** This amount excludes taxes and fees. After placing your order, the actual amount of taxes and fees will be calculated and reflected in your next bill statement. Total Charges typically include the One-Time Fees and Monthly Charges for the first month. The total amount charged to your credit card upon ordering may be less than the stated amount if there is a promotional offer or if taxes and fees will be reflected on your next billing statement.

Order Confirmation (tablet view)



The image shows a tablet view of an order confirmation page. At the top, there is a blue navigation bar with five white checkmarks in blue circles. Below this is a white bar with the text "My Cart" and a blue arrow icon. The main content area has a light gray background. A white box labeled "Primary Headline" contains a blue call-to-action: "Most customers are able to complete their order in 10 minutes or less!". Below this, another white box contains the text: "Please call the following phone number to schedule your installation and complete your order." followed by "Reference confirmation # 053-2162955" and the phone number "(855) 392-9910" in blue. At the bottom, there is a blue bar with "Terms of Use" and "Privacy Policy" links.

Primary Headline

Most customers are able to complete their order
in **10 minutes or less!**

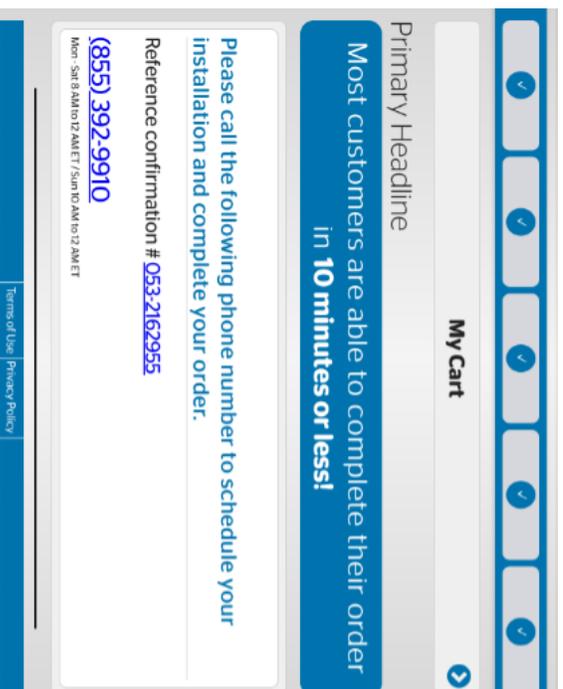
Please call the following phone number to schedule your
installation and complete your order.

Reference confirmation # [053-2162955](#)
[\(855\) 392-9910](#)

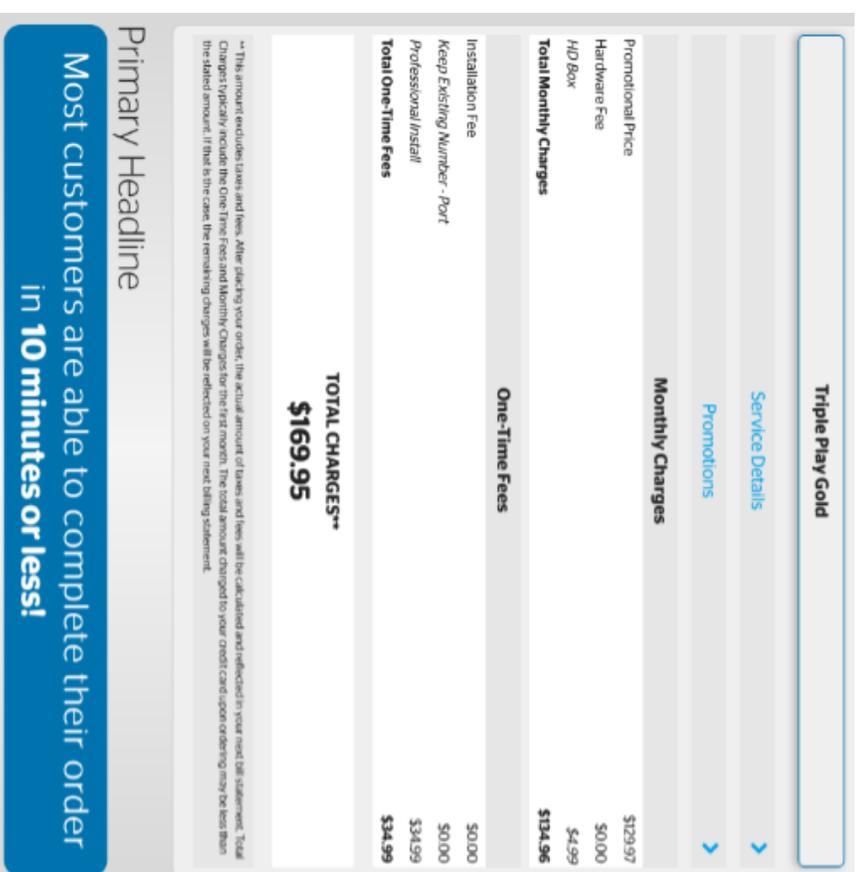
Mon - Sat 8 AM to 12 AM ET / Sun 10 AM to 12 AM ET

[Terms of Use](#) [Privacy Policy](#)

Order Confirmation (tablet view)



Note: To review order details, click on "My Cart"



Order Confirmation Email (online scheduled)

Dear Lisa Benton,

Thank you for your order with Time Warner Cable. The details of your order are below:

Confirmation #: 030-2163492

Services Ordered: Triple Play Gold

Price: \$129.97
Installation Fee \$0.00
Equipment Fee \$0.00

Plan Customizations:

I will use my own Modem \$0.00 (ONCE)
HD DVR Box and Service \$4.99 (MONTHLY)
Professional Install \$34.99 (ONCE)
Keep Existing Number - Port \$0.00 (ONCE)

Total: \$169.95

Installation Window: April 12, 2017 between 09:00 AM and 11:00 AM

Please mark your personal calendar and be present for the technician during this window. Please note the individual must also be at least 18 years of age or older for technician to install service.

If you have any questions with your order call 1-855-392-9910 or **#1 Retailer**.

34 CONFIDENTIAL INFORMATION

Sender: noreply@twcdependentretailer.com
Subject: Thank You for Your Time Warner Cable Order

Order Confirmation Email (manual scheduling required)

Dear Lisa Benton,

Thank you for your order with Time Warner Cable. The details of your order are below:

Confirmation #: 053-2162935

Services Ordered: Triple Play Gold

Price: \$129.97

Installation Fee \$0.00

Equipment Fee \$0.00

Plan Customizations:

HD Box \$4.99 (MONTHLY)

Professional Install \$34.99 (ONCE)

Keep Existing Number - Port \$0.00 (ONCE)

Total: \$169.95

Installation Window: Please call to schedule installation.

Please mark your personal calendar and be present for the technician during this window. Please note the individual must also be at least 18 years of age or older for technician to install service.

If you have any questions with your order call 1-855-392-9910 or **#1 Retailer**.

Sender: noreply@twcindependentretailer.com
Subject: Thank You for Your Time Warner Cable Order

Order Confirmation (copy continued)

This amount excludes taxes. After placing your order, the actual amount of taxes will be calculated and reflected in your next bill statement.

Please note if Collect On Delivery (COD) option was chosen, the only acceptable forms of payment at time of installation are via Credit Card, Debit Card, Prepaid Credit, or Bank Account EFT

IMPORTANT REMINDER: If you ordered phone service and are transferring an existing telephone number, please remember to complete the following Third Party Verification process by calling (866) 635-9537. For more details about this TPV process, please [click here](#).

If you have scheduled installation online and have questions, please call: 1-855-392-9910 or Time Warner Cable representatives are available 8am - 12am ET Mon-Sat and 10am - 12am Sun to schedule your installation date and time.

If you have already scheduled your installation, you will receive subsequent e-mail from Time Warner Cable regarding details of your scheduled installation date. If you have questions, please call us at 1-855-392-9910 (8am-12am ET Mon-Sat; 10am-12am ET Sun).

Have your order confirmation number available when speaking with the Time Warner Cable representative.

Thank you for choosing Time Warner Cable as your service provider, we look forward to serving you.

Sincerely,
Customer Service

1-855-392-9910

Please do not respond to this email. This is an automatically generated email and we will not receive your response.

[Terms of Use](#)

[Privacy Policy](#)

36 CONFIDENTIAL INFORMATION

Common Error Messages FAQ

Error Message/Situation	Definition	Next Steps
Time Out: 280 MSO Error	G2B Cable Labs system loses connection with L-TWC Billing system	These are intermittent errors that will occur with the sales portal. First recommendation is to log out and start over with submitting the order with a fresh browser session. If you continue to get an error please provide the following example for the team to further research: Customer Address, Screen shot with URL listed, Web Browser version used, and Order Confirmation Number if available
Duplicate Order	A service request has already been submitted for this address within the last 60 days.	At this time, the system currently protects the channel who initially submitted the lead. This includes if the customer may have personally shopped around and submitted a service request directly to the Charter/TWC dot com consumer site. If the agent believes this is incorrect, the sales rep can submit the following information for the team to further research: Customer Address, Screen shot with URL listed, Web Browser version used, and Order Confirmation Number if available
Invalid Authentication Attempt	Error is related to Leapfrog sending existing versus new customer authentication fields.	This error should no longer be observed since 12/15/16; Leapfrog and L-TWC made updates to the portal, where all sales will be treated as a new customer.
No Account Number received at Order Confirmation Page	The sale did not write directly into the L-TWC Biller	Additional verification is required by the L-TWC to place the order. Normally is to validate the address, house key, or clear up a previous balance. Call the Convergys Call center to get this additional information.
Blank Blue Screen: 271 MSO Error	Normally as a result of resubmission of the customers credit check or the order session has cached the previous session which believes it's a resubmission.	This error can be prevented by always starting a new browser session for each order or clicking on the "Place Another Order" link at the end of each sale
Order Confirmation Number Generated, Call Center Agent Unable to pull up record	Call Center agent is unable to locate order submitted through Leapfrog	This may be a training issue with the call center agent. Typically if a order confirmation number is received, the sale should have been submitted. Provide the following information for the team to review with the Call Center team: Customer Address, Screen shot with URL listed, Web Browser version used, and Order Confirmation Number if available
Order Confirmation Number received, please call call center to complete order	Customer did not meet credit standards	Call Convergys call center, reference order confirmation number, and complete order over the phone
Payment (Credit Card) Information Page	Customer requires pre-payment	Enter Credit Card Information
No Confirmation Number shown on Order Confirmation page	Missing Order Confirmation number	Normally this is a result from a previous session being cached. Please confirm that the sales rep is using the navigation links (place another order), and not pressing the back and forth buttons of the tablet. We recommend always logging out, and start a new order session with each new customer.
Incorrect Pricing Displayed	Price discrepancy on sales portal	Please provide us a screen shot of plan in question along with the customer address for our team to review. Sometime different locations and packages/promotions are available to certain markets and sales channels.
SOAP Fault https://secure.gobroadband.com/4_4/V44.asmx:Query<soap:Sender>Validation Error:The required attribute "AffiliateID" is missing	The system is not allowing the service check to go through as G2B Cable Labs is indicating it is missing an ID	Please provide us a screen shot of error along with store location ID and Customer Service address being submitted when this error was received. In the meantime, we recommend trying again by logging out, and start a new order session.
No Install Windows Being Passed back and receive an Order Confirmation Page	Most likely due to the customer received a "289 G2B Response; Credit Check failed to return value"	Agent will need to call in the customer order to schedule the service installation
Hard stop: "Duplicate Order due to Active Service"	G2B sent back a 285 error "According to our records, the customer appears to have service at this address.	Since the system is indicated there is already existing service for this location, an order can not be placed for this address. The only exception is if its for a new line of business (Video/HSD/Phone) or an upgrade (Higher HSD speed).
Time Out: 280 MSO Error (Install)	The data response to authenticate was not received in the allowed amount of time established by L-TWC	These are intermittent errors that will occur with the sales portal. First recommendation is to log out and start over with submitting the order with a fresh browser session. If you continue to get an error please provide the following example for the team to further research: Customer Address, Screen shot with URL listed, Web Browser version used, and Order Confirmation Number if available

Sales Process Recap

