BASS Order Flow

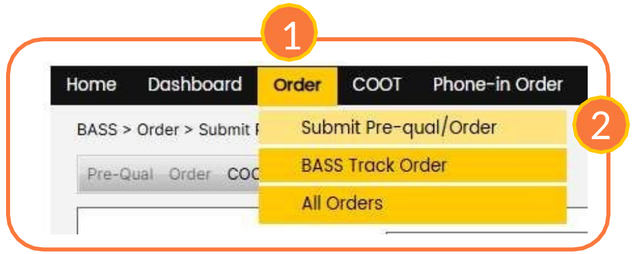
FIBER ONLY

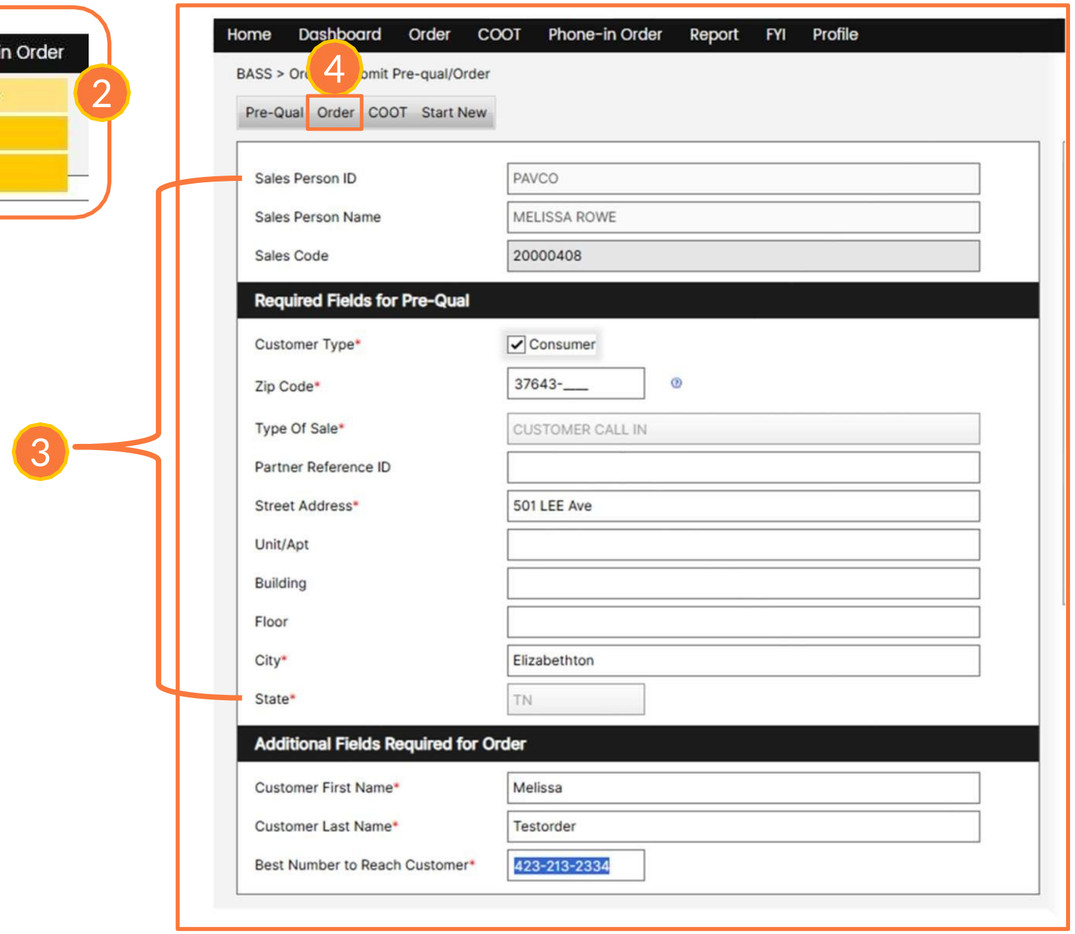
Last updated: June 18, 2026

© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Start a Bass Order

1. Click on the **Order** button.
2. Click on the **Submit Pre-qual/Order** button.
3. Fill out the form with the customer's information.
4. Click **Order**.

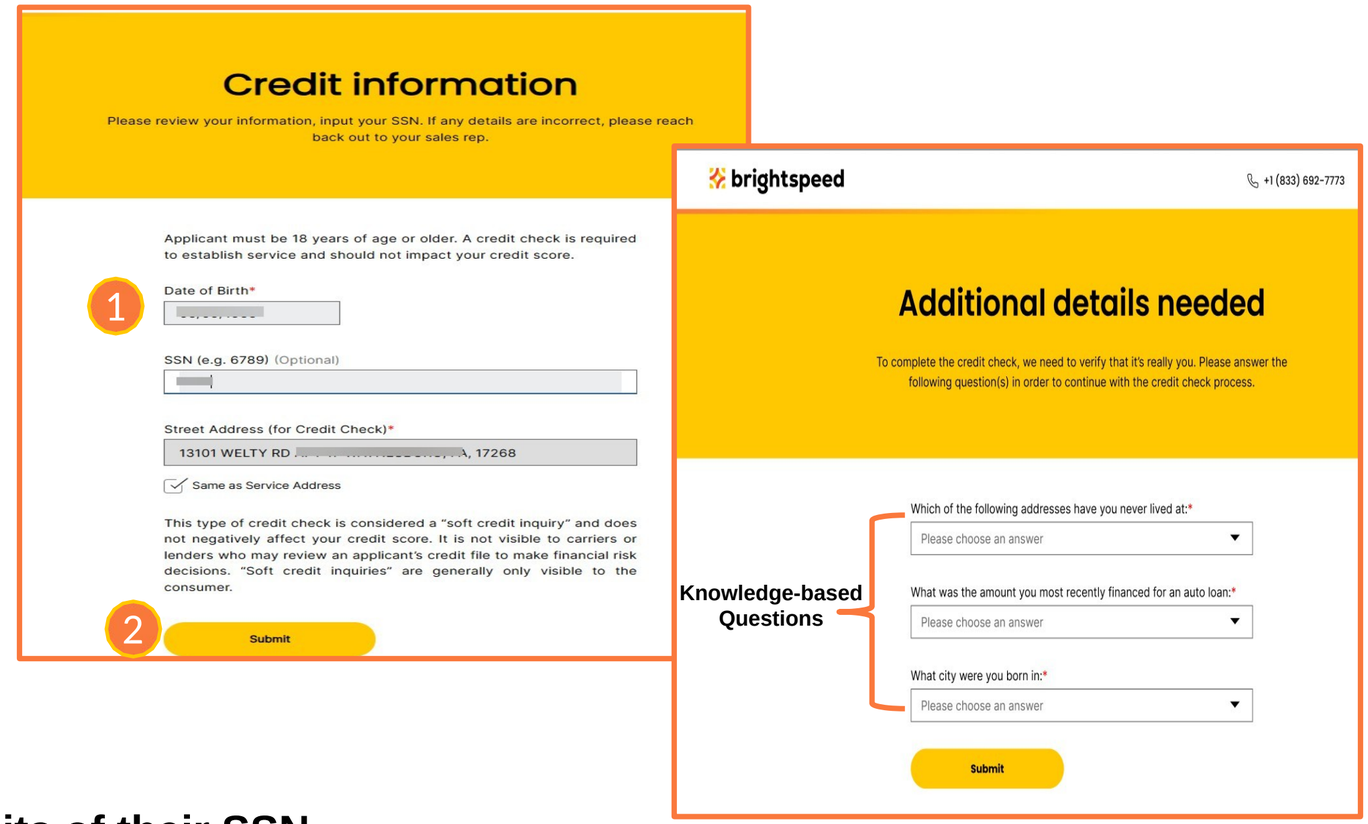




© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Bass Ordering – Credit & Identity Verification

1. The customer will be asked to provide their Date of Birth (required) and the last four of their Social Security number (SSN) (optional).
   - Advise the customer that if they do not enter their SSN, they may be asked a series of knowledge-based questions to verify their identity and may require a deposit.
2. Click Submit.

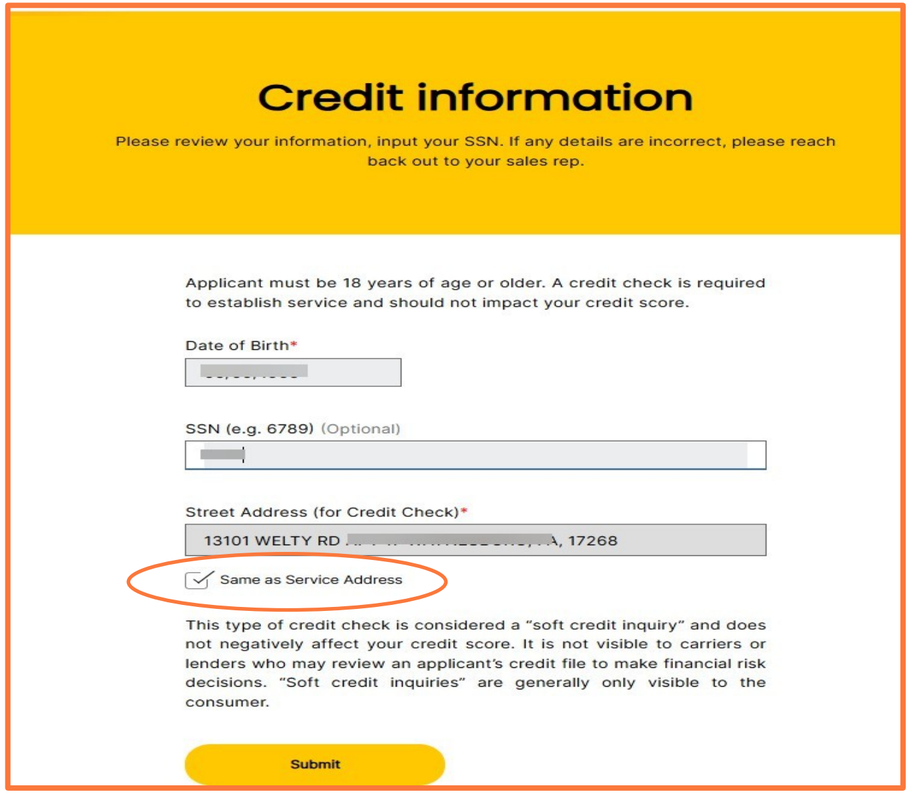


Note: **If the customer refuses to provide the last 4 digits of their SSN, agent-assisted processing cannot continue. Close the pop-up, select the appropriate billing option, and proceed with the customer completing IDV and Credit Check themselves.**

© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Bass Ordering – Additional Details

- Customers who recently moved often fail IDV because their new address may not be recognized by the credit agency.
  - Uncheck the auto-populated Same as Service Address box.
  - Enter the customer's previous address for IDV purposes.
  - After third failed attempt, user account will be locked out for 24 hours.

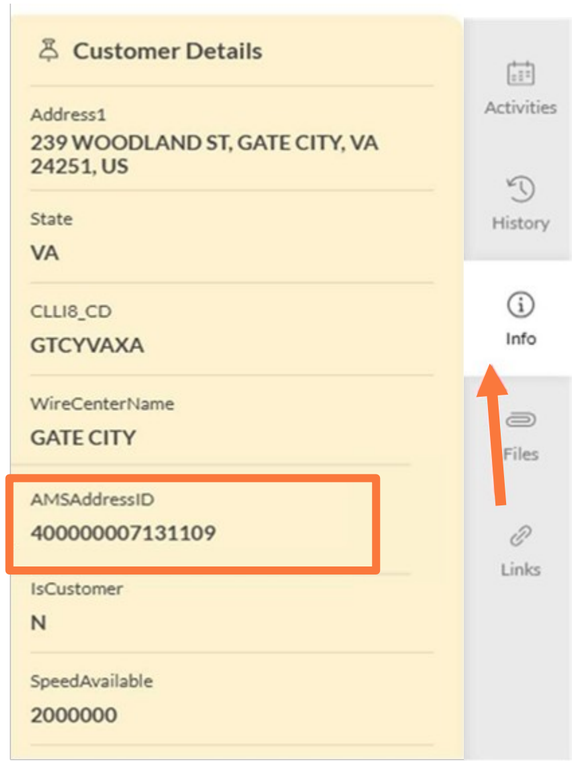


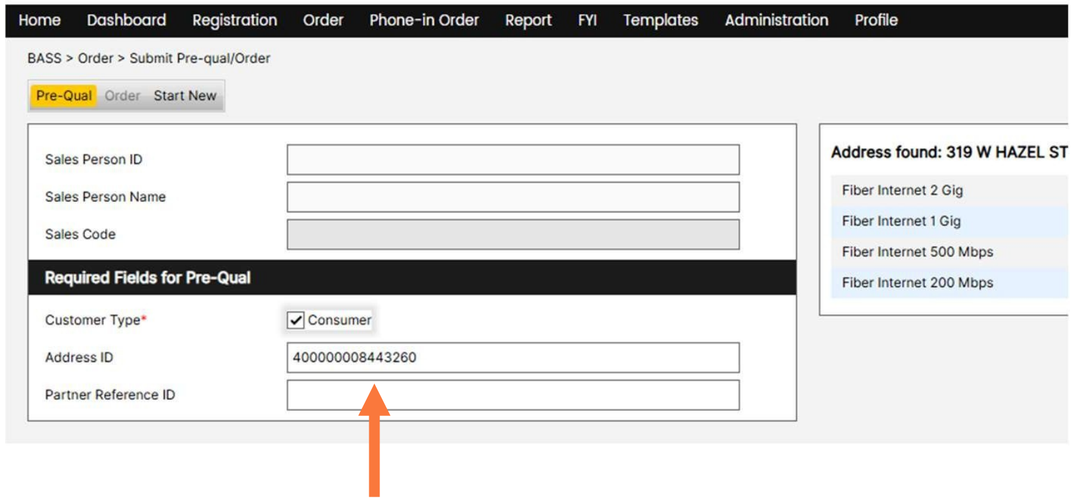
Note: **OTP may appear on the first IDV attempt. Do not dismiss or ignore the OTP request if presented. This could cause the credit agency to return a failure on subsequent attempts.**

© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Start a Bass Order – Door to Door

- Agents can copy the AMS Address ID from Spotio and paste into BASS. This eliminates the need to type in the address, resulting in less address errors!





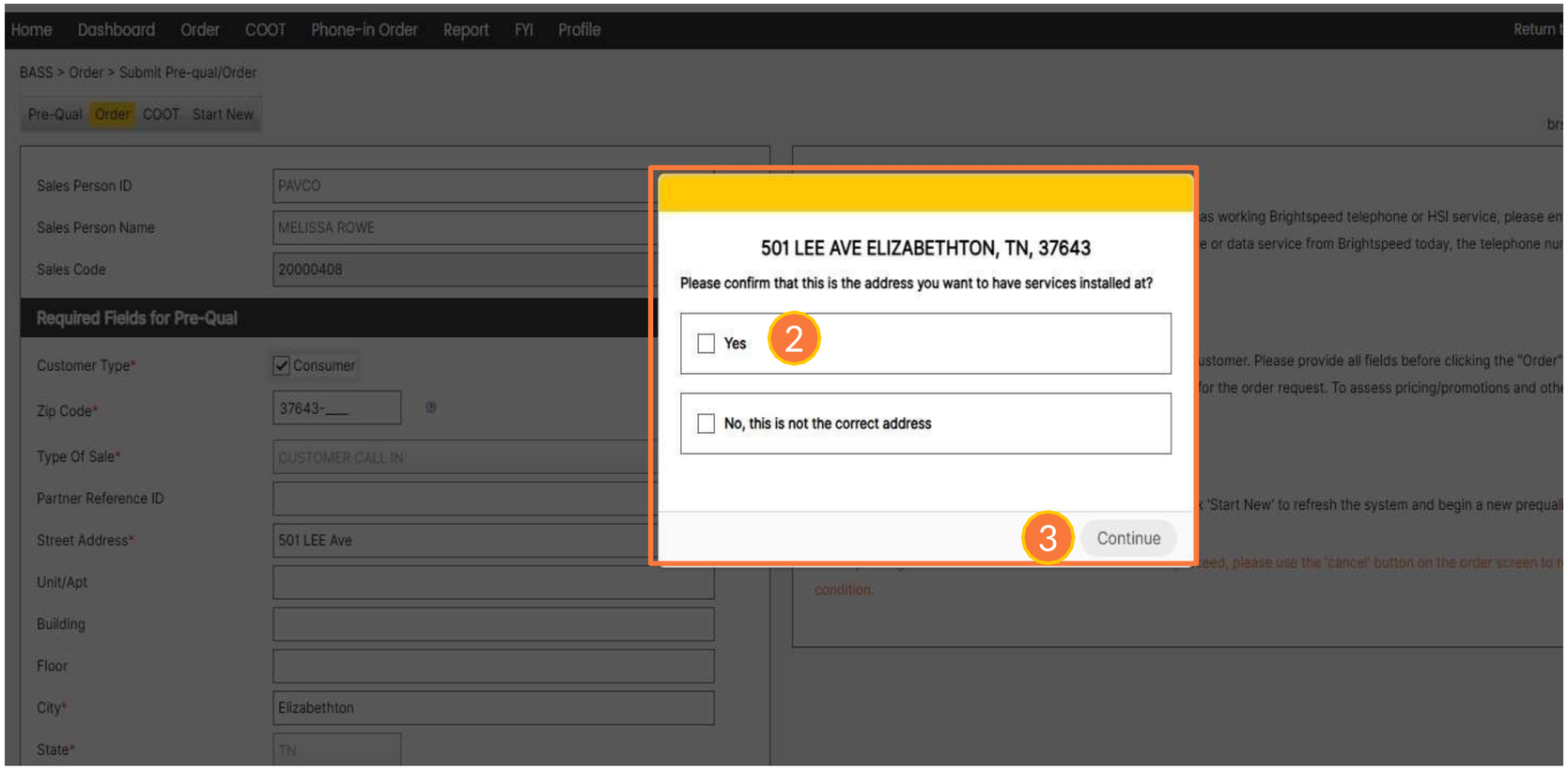
Using Address ID guarantees correct order format & expedites address qualification process.

Note: If you do not have the Address ID, leave the field blank and enter the zip code as normal.

© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

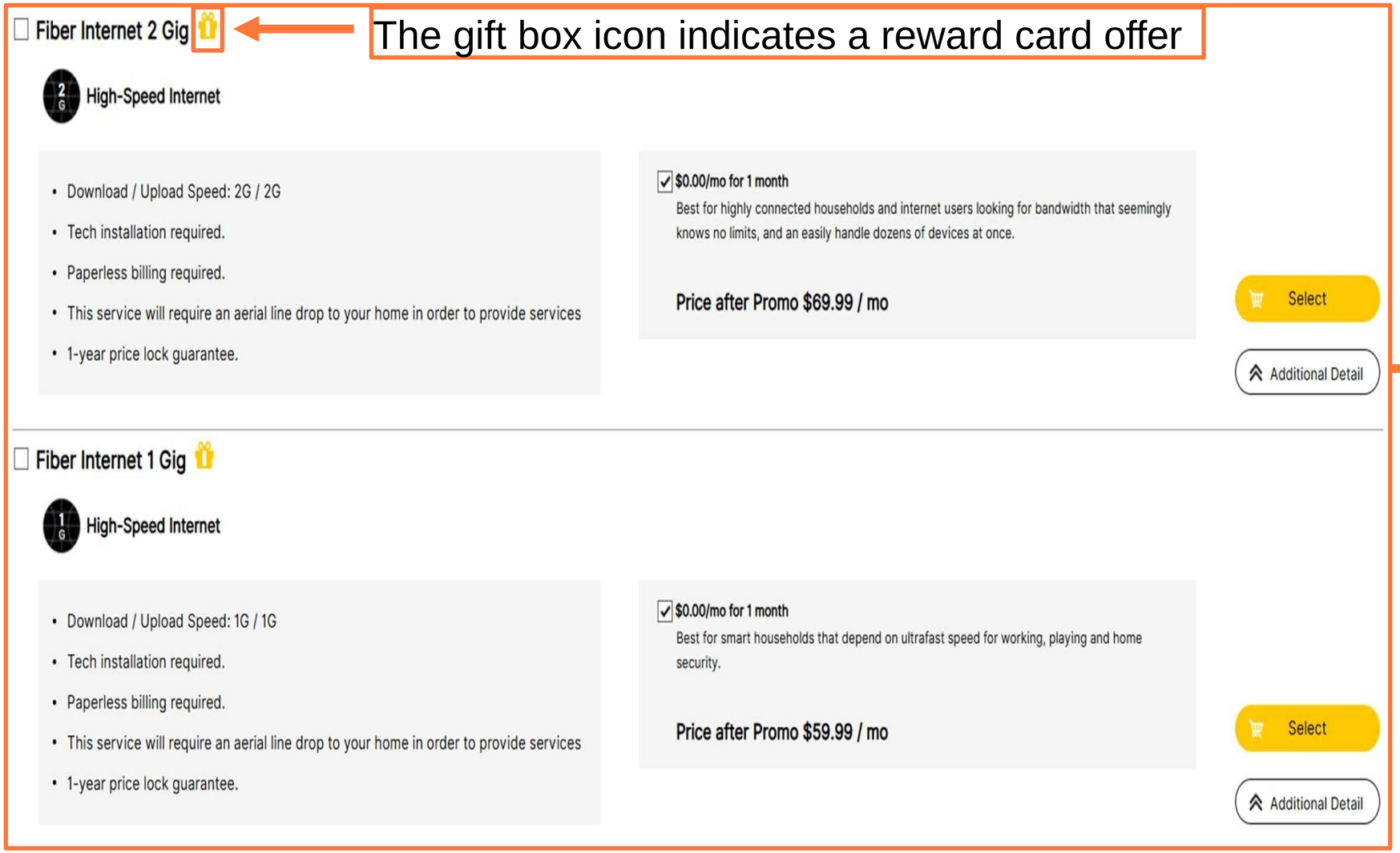
Verify Address Format

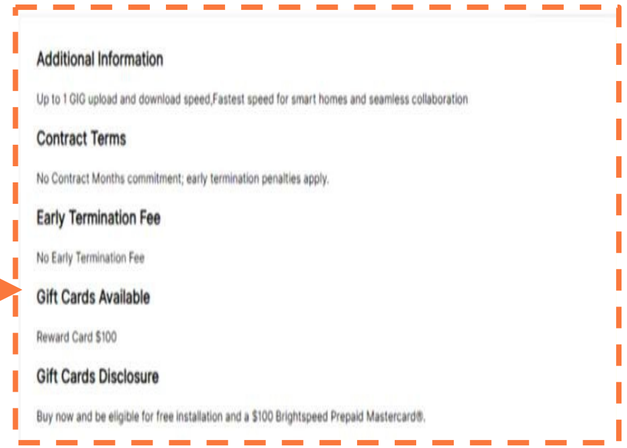
1. Verify the address format matches lead format.
2. Click Yes if the format matches.
3. Click Continue.



© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Step 1: Choose Services - Internet Speed



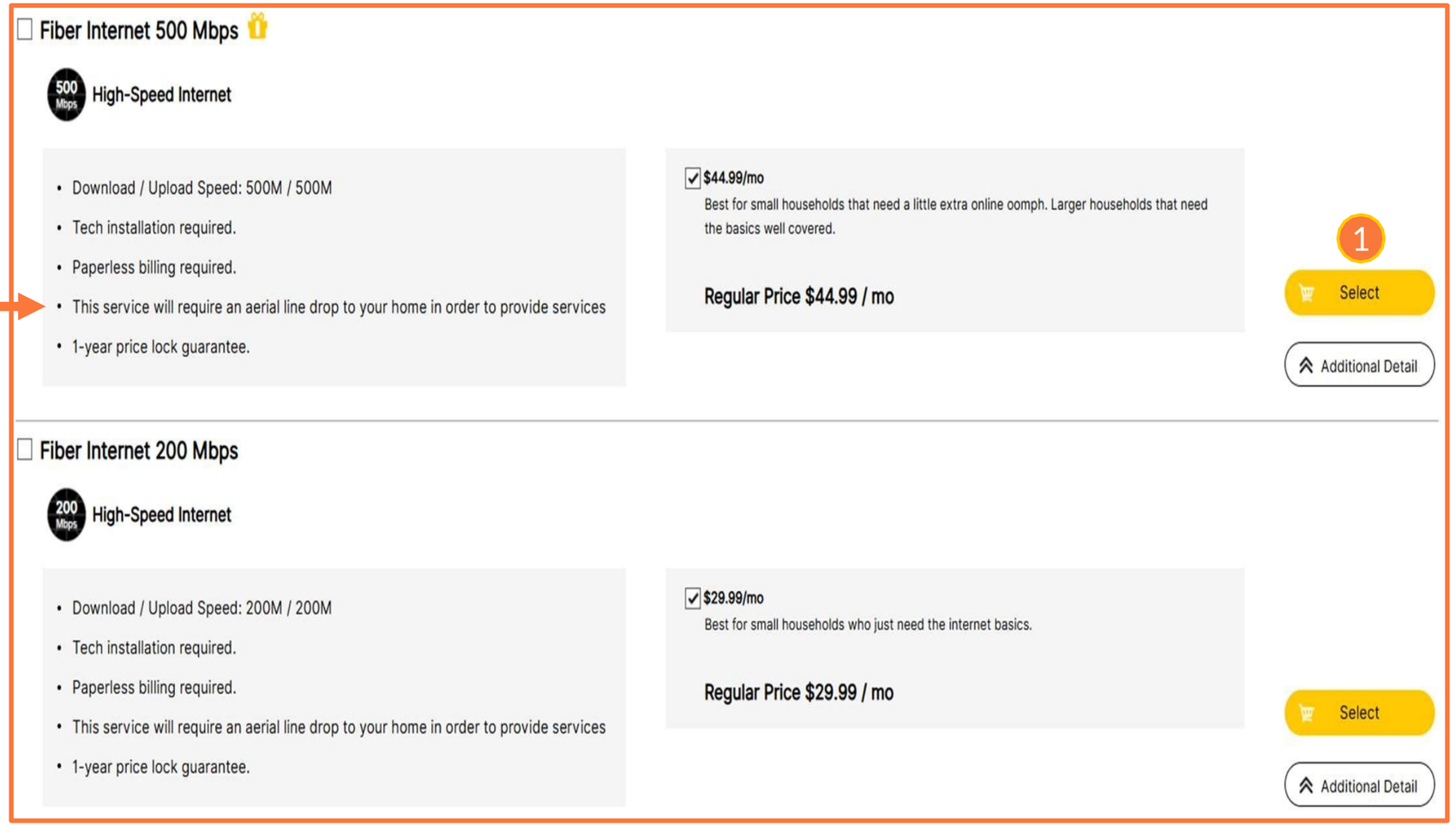


© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Step 1: Choose Services - Internet Speed (Continued)

1. Click **Select** to proceed.

Install Type



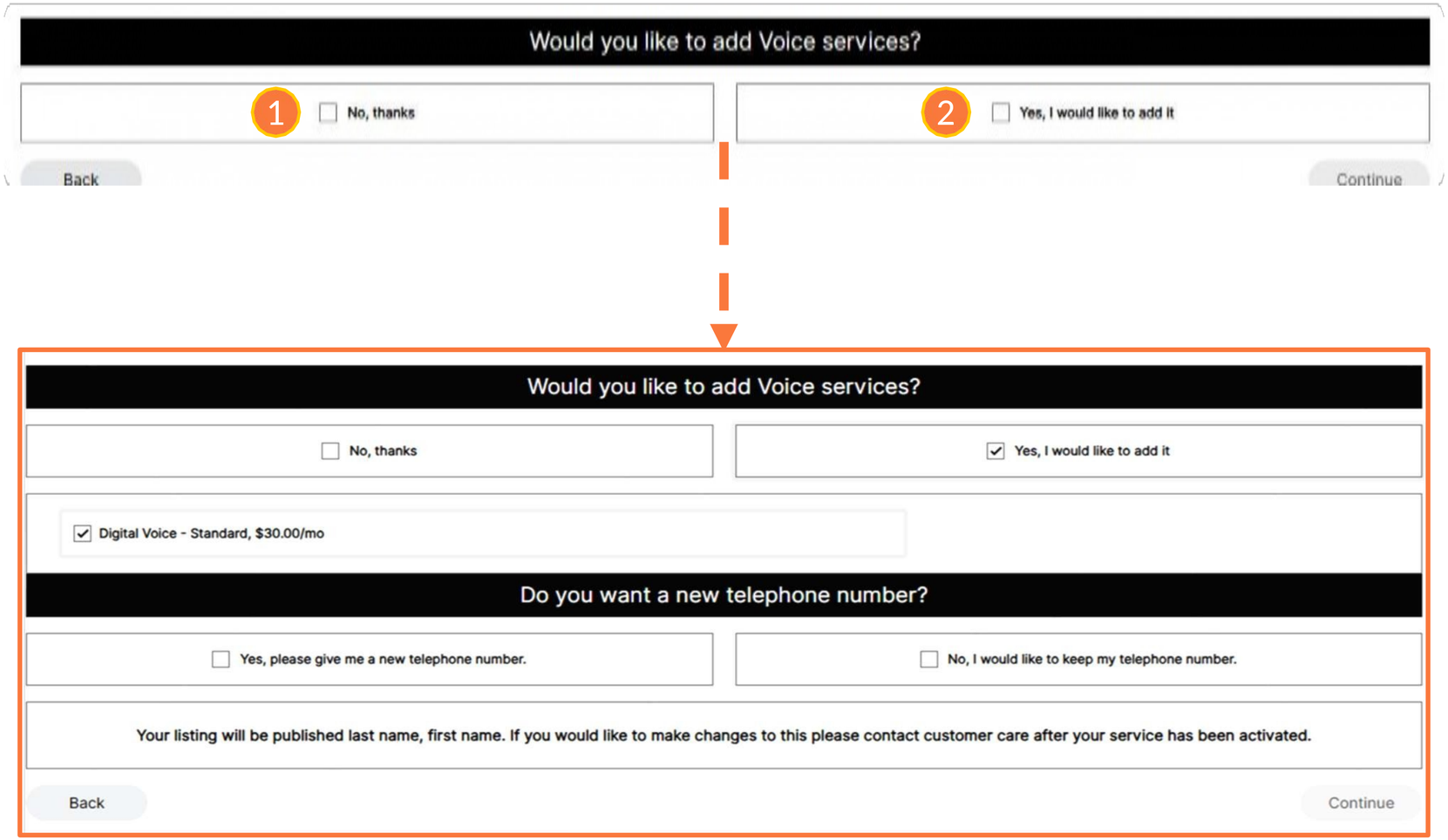
© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Adding Voice Services

1. Choose **No, thanks** if the customer does not want Voice services.

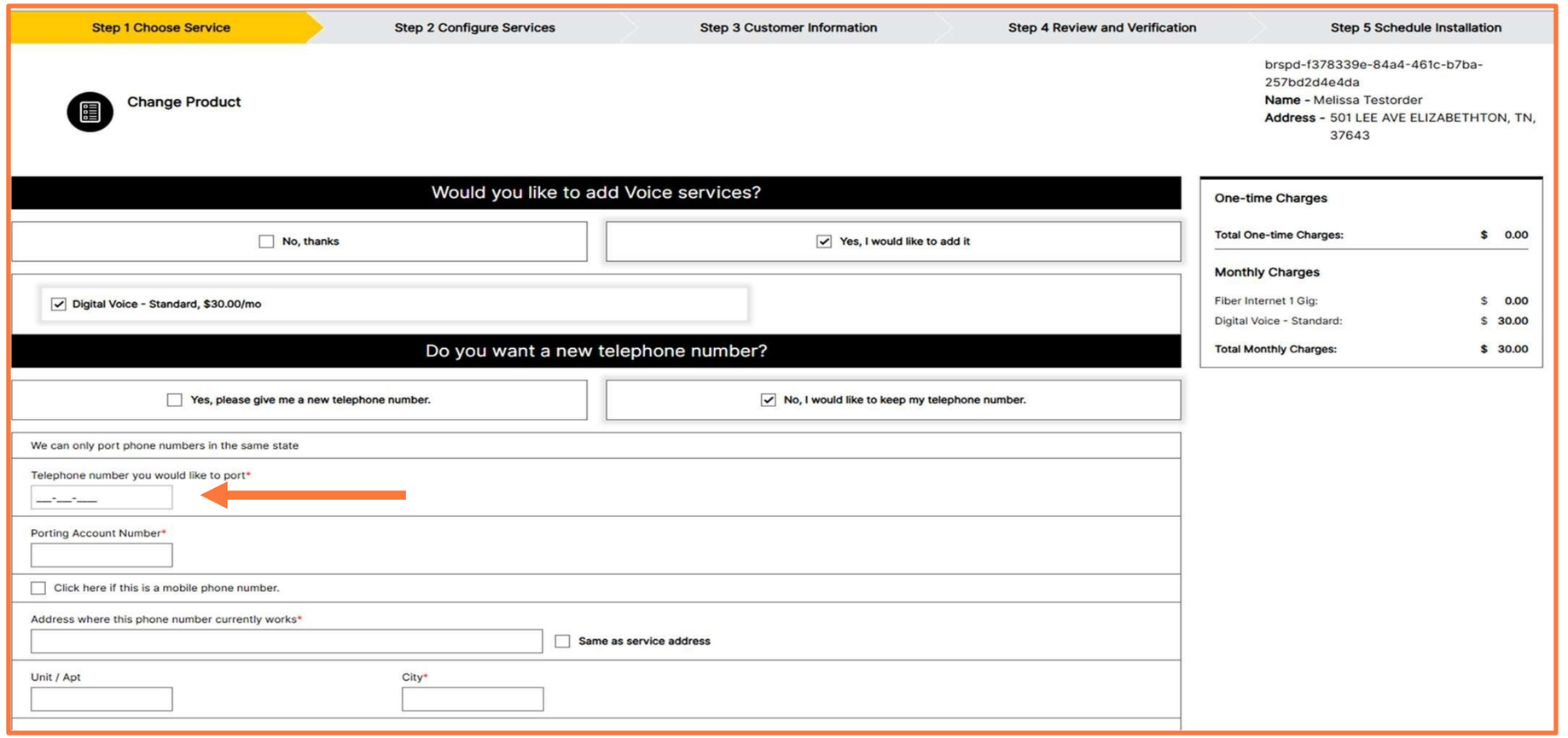
2. Choose **Yes, I would like to add it**, to add voice services.

- If the customer would like to add voice services, the form will expand.



© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Adding Voice Services – Expanded Form



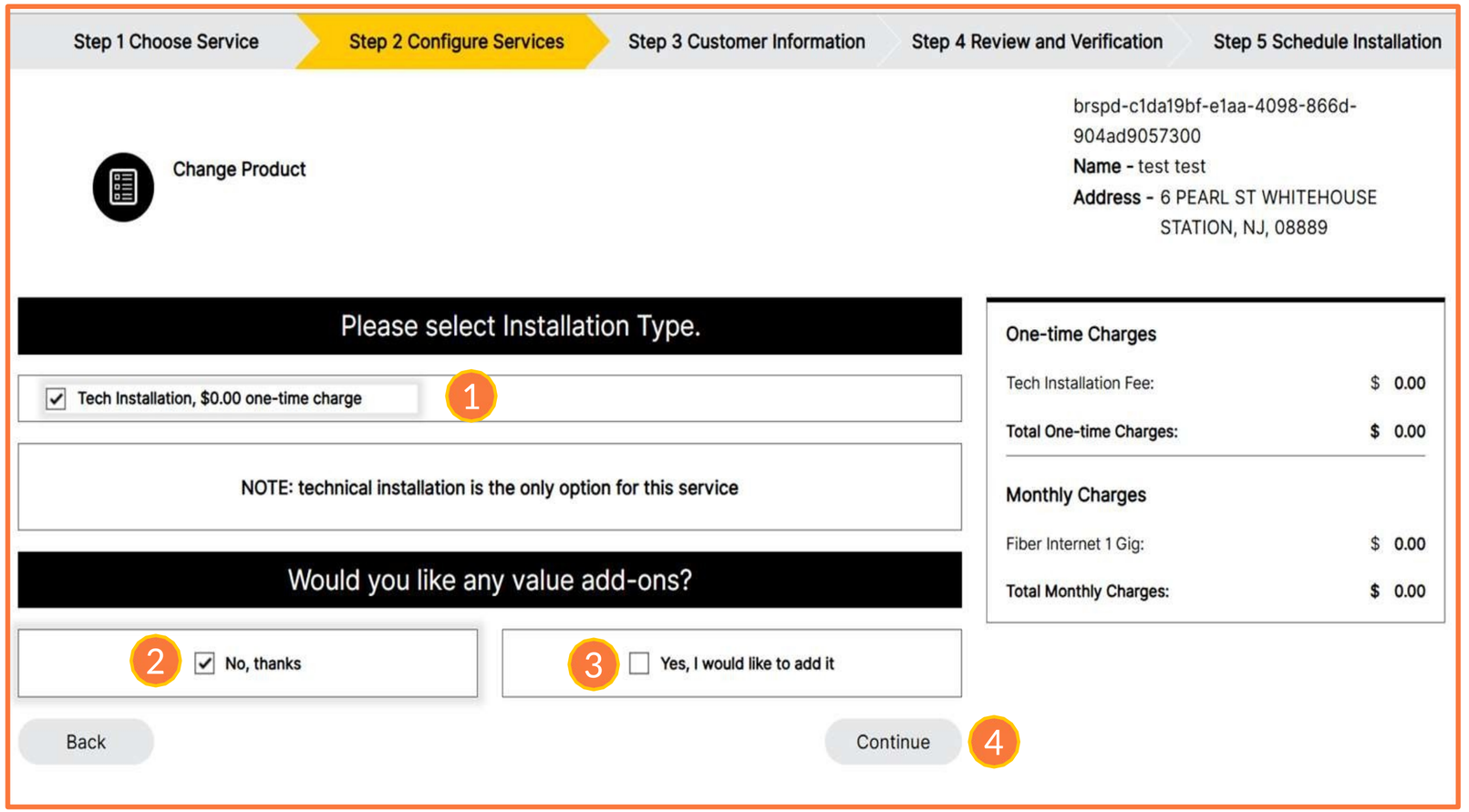
Note: When entering the phone number, if the customer wishes to port, the system will tell you if it's portable, info must be accurate, or the order will fallout.

© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Step 2: Configure Services

All fiber orders require a tech installation

1. Click **tech installation** box.
2. Choose **No, thanks** if the customer does not want any value-added features.
3. Choose **Yes, I would like to add it**, if the customer would like to add value add-ons.
4. Click **Continue.**



© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Step 2: Configure Services – Value Add-ons

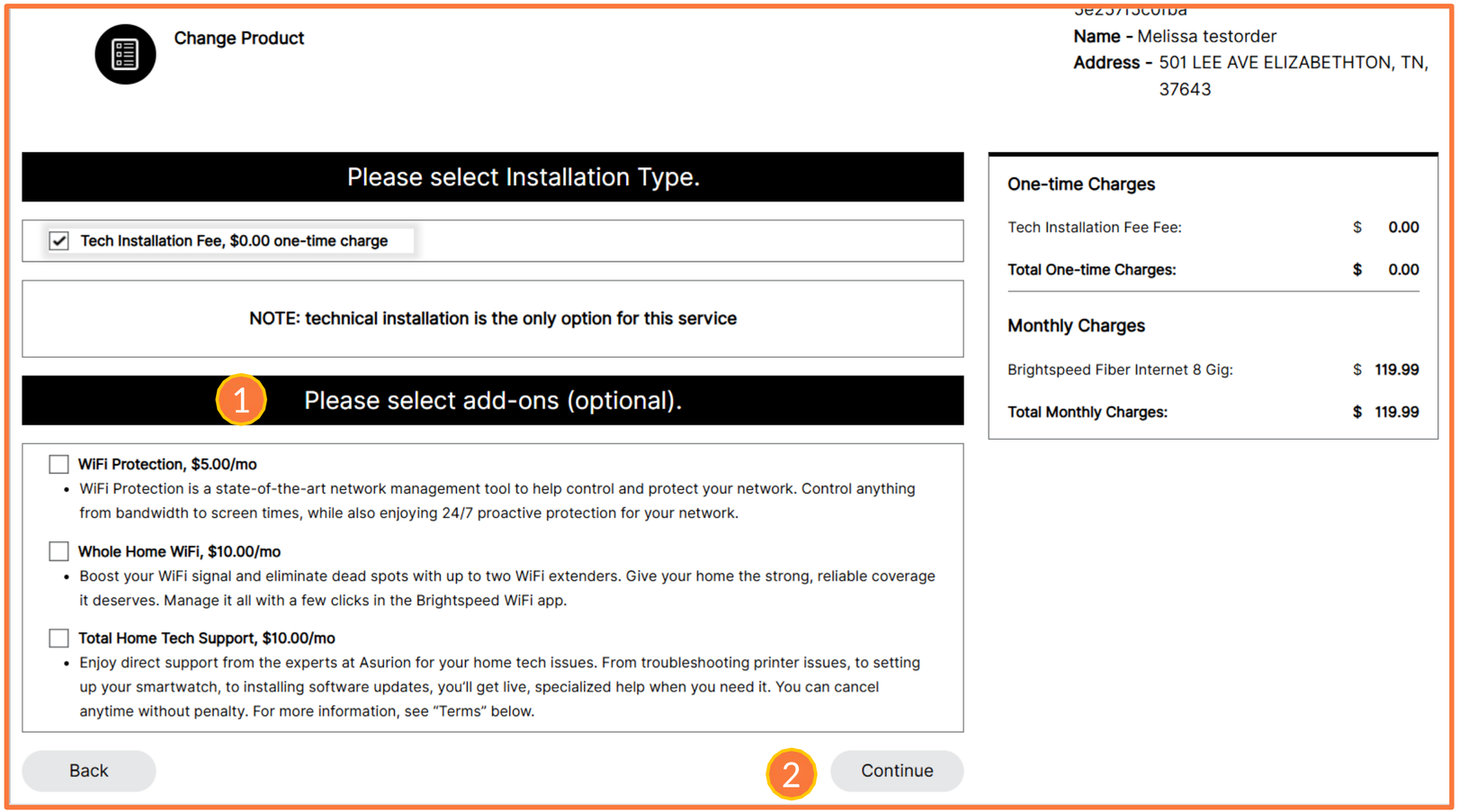
Brightspeed value added services are available!

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

- Once the customer decides to enhance their service with a value-added feature(s).

1. Select **value add-ons**.

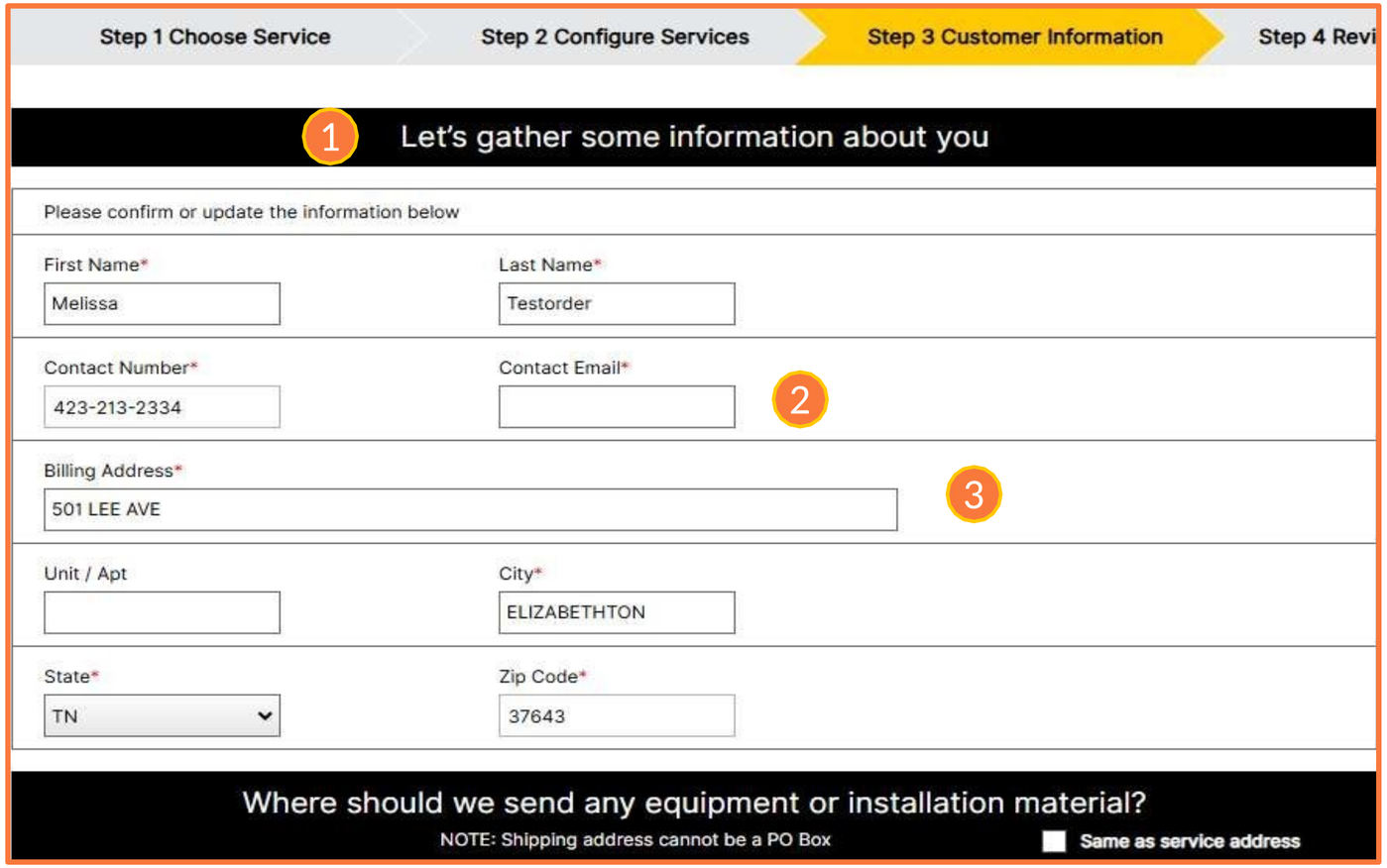
2. Click **Continue**.



© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Step 3: Customer Information

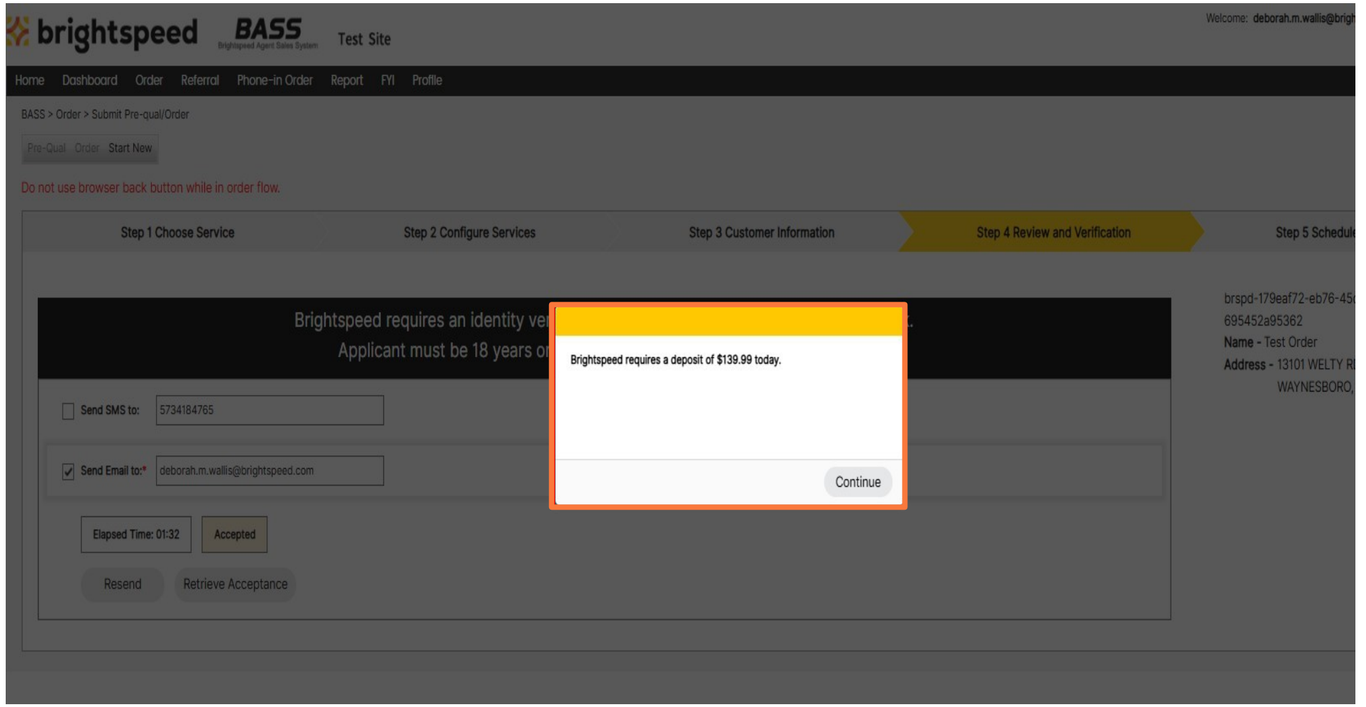
1. Confirm data is correct.
2. Add customer’s email.
3. Confirm shipping address.



© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

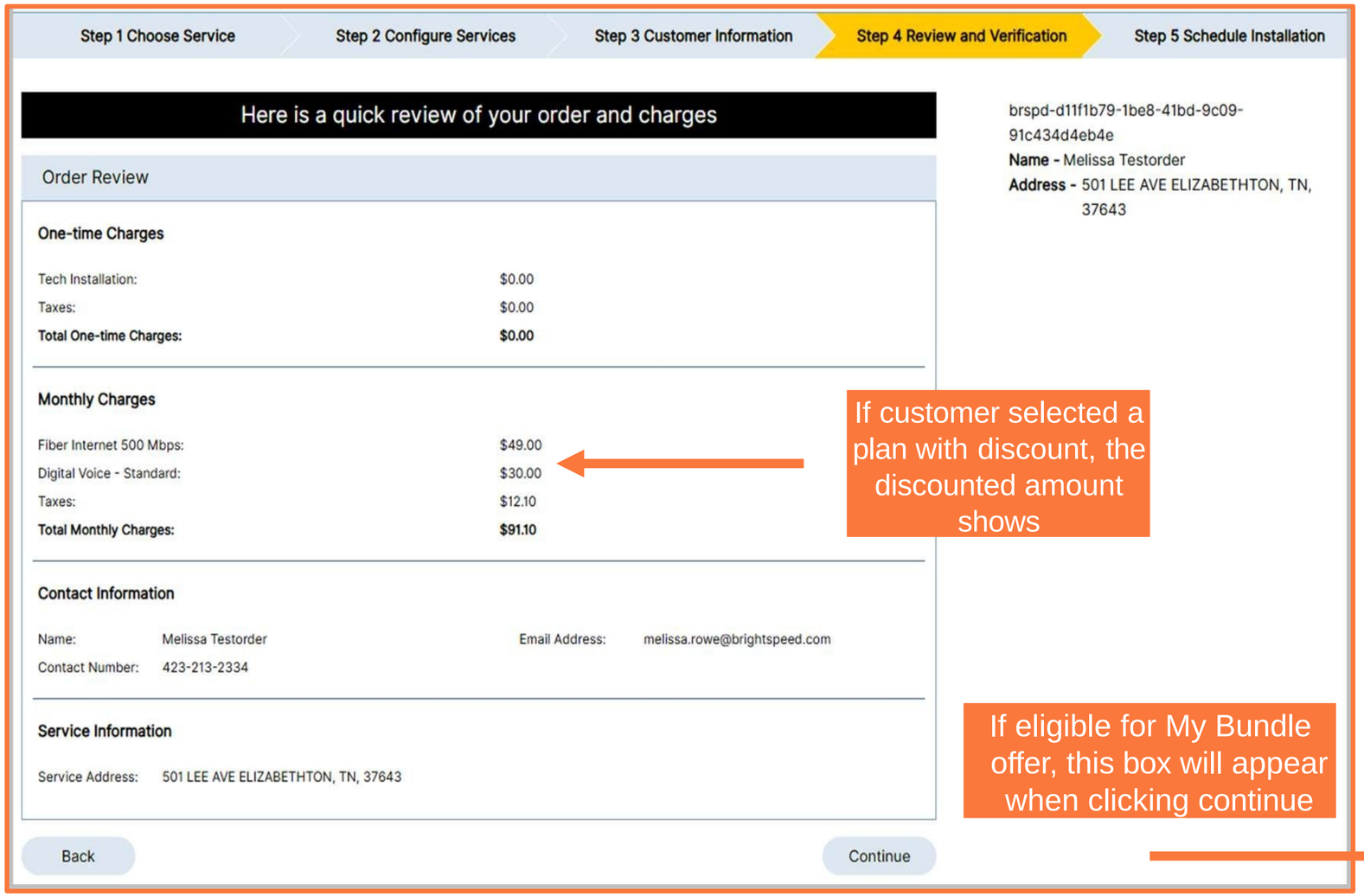
Step 4: Review and Verification – Deposit Required

- If the customer’s order requires a deposit, a pop-up message will display letting the agent know, along with the amount of the deposit.
- The deposit amount is equal to the monthly charge for all services on the order before discounts, promotions, taxes or fees.



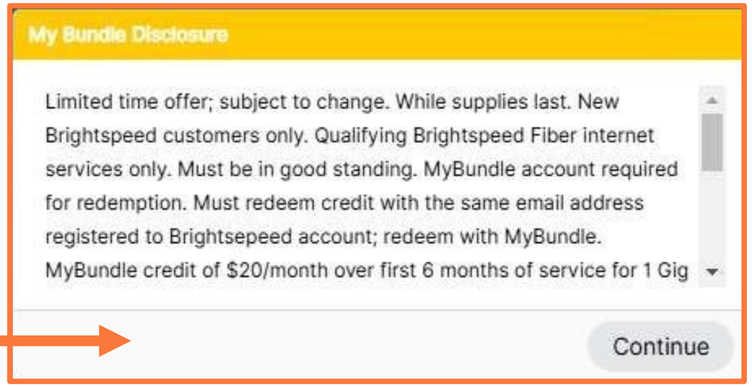
© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Step 4: Review and Verification



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

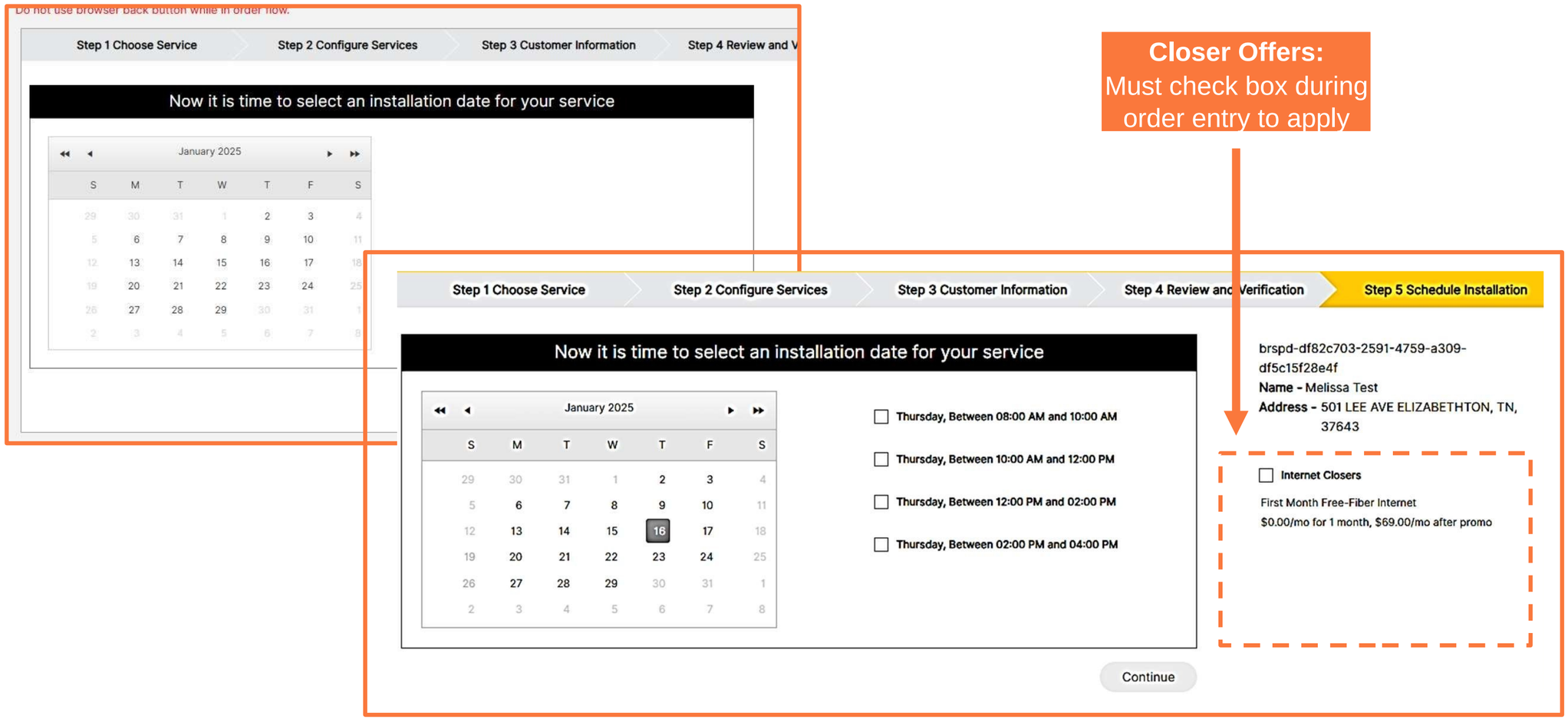
If eligible for My Bundle offer, this box will appear when clicking continue



© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Step 5: Schedule Installation

Choose a date and available dates will display

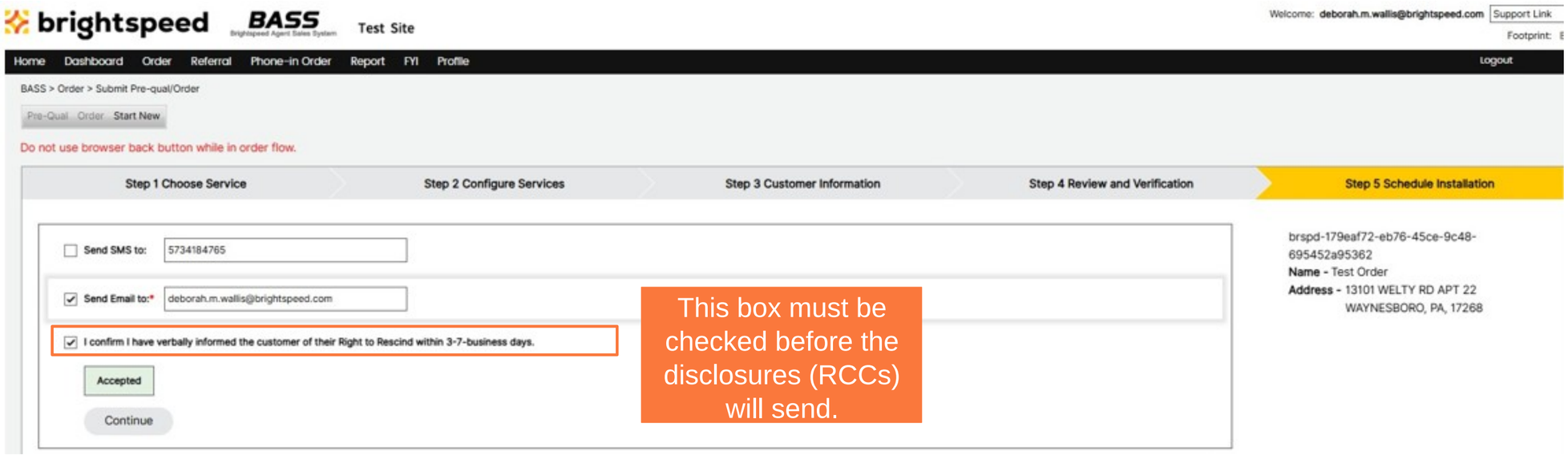


Closer Offers:
Must check box during order entry to apply

© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Right to Rescind

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



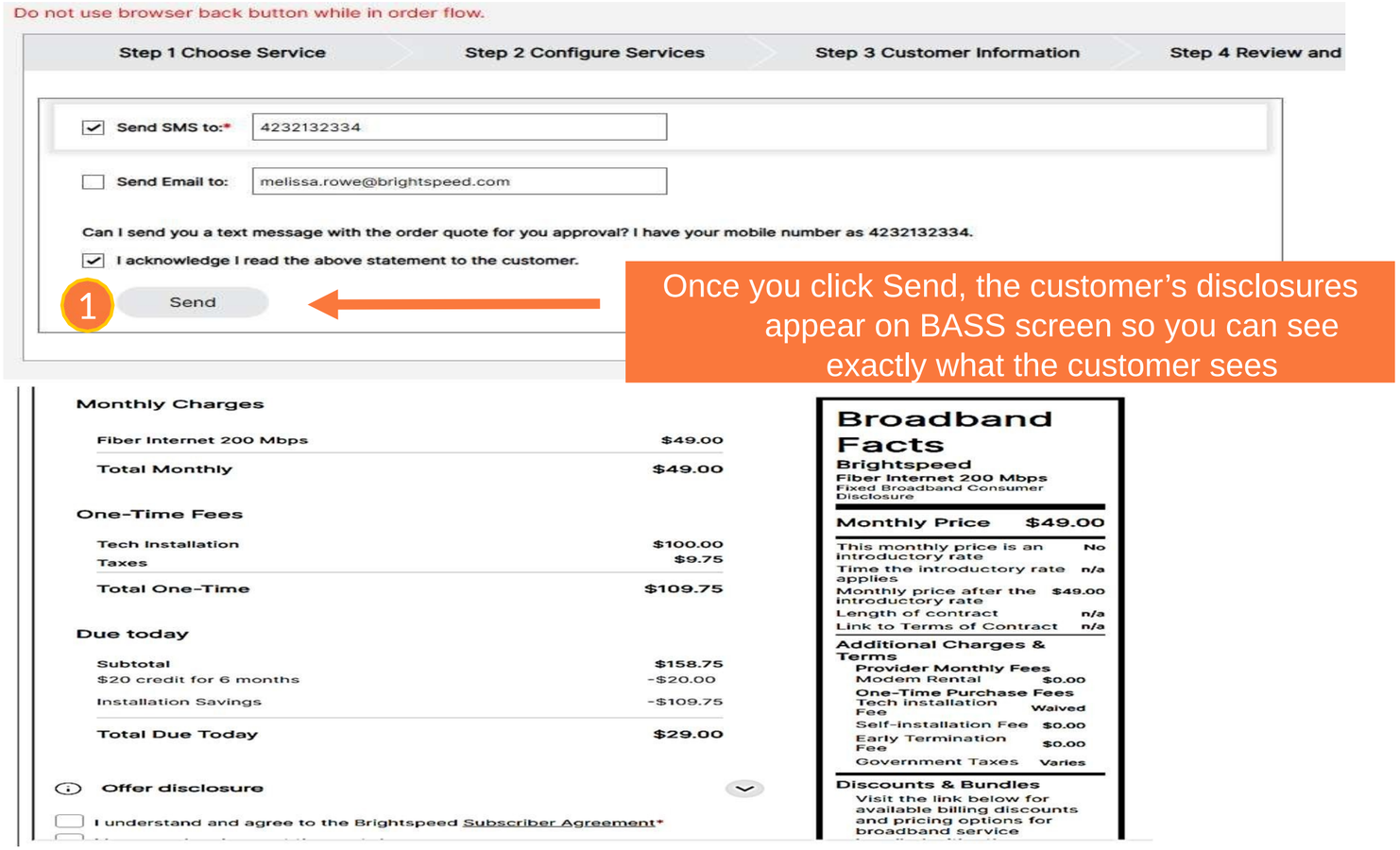
**Right to *Rescind has always been a part of the RCCs that a customer accepts. If the customer has questions, please have them read the disclosure before accepting.*

© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Disclosures and Payment Gathering

Customers must submit themselves

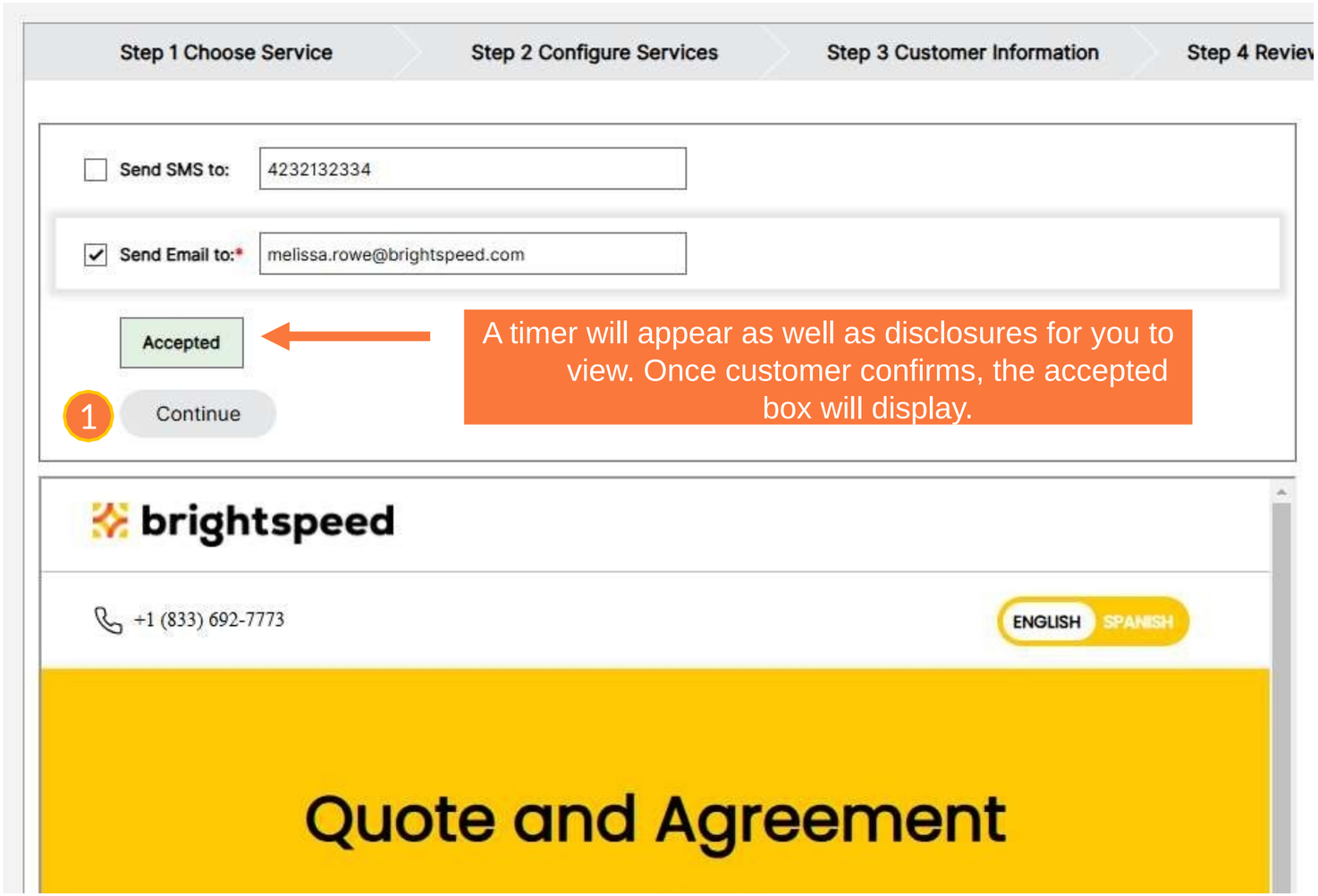
1. Click **Send**.



© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Disclosures (Continued)

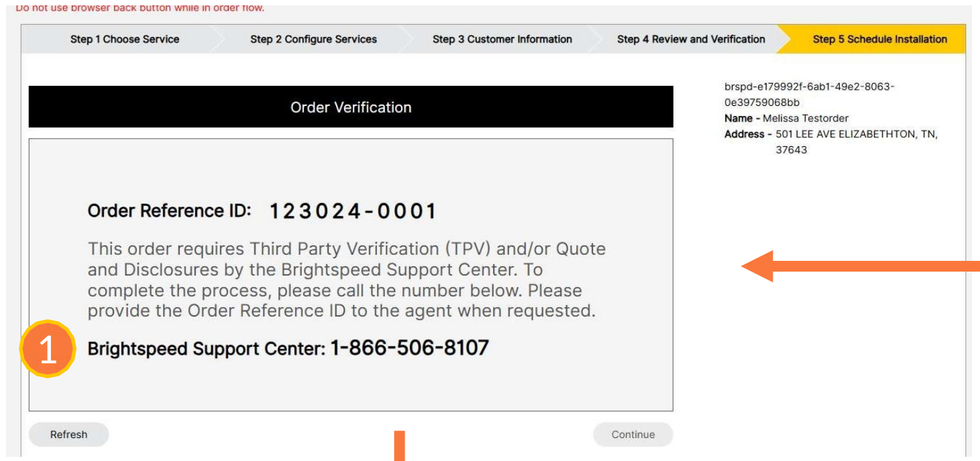
1. Click Continue once disclosures are accepted.



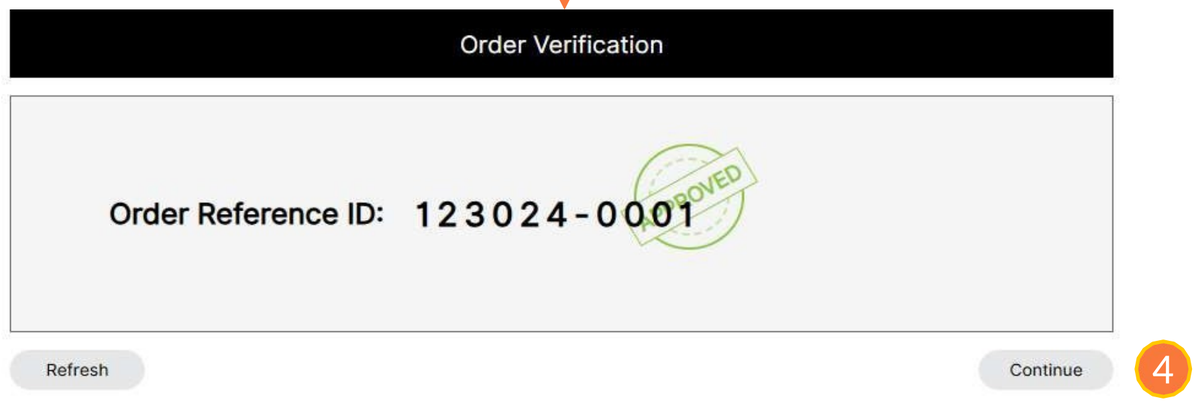
© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Time for TPV – Door to Door Only

1. Call the number on the screen.
2. Customer verifies order information.
3. Once approved, click **Refresh**.
4. Click **Continue**.



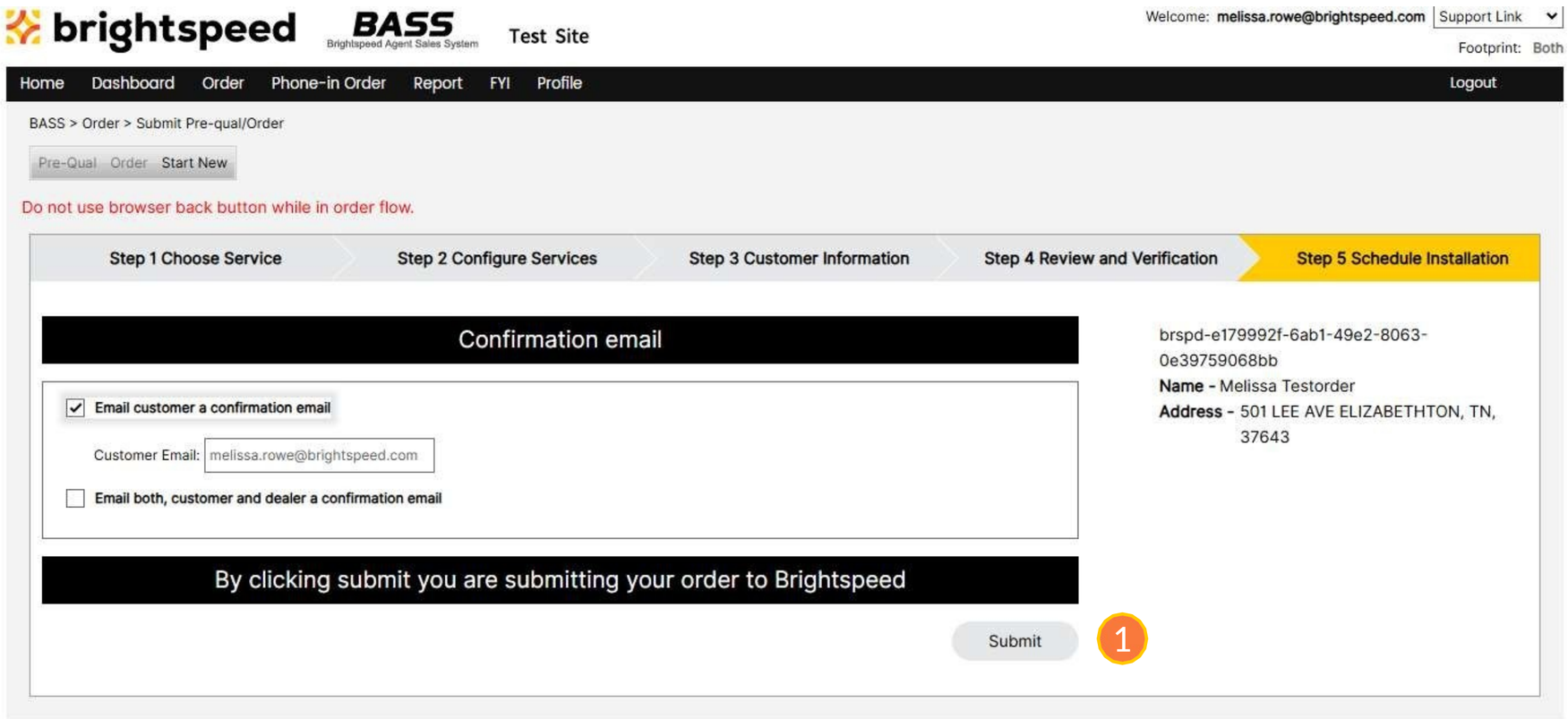
This process will only display, if a customer ported their phone number from another company.



© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Final Step – Submit Order

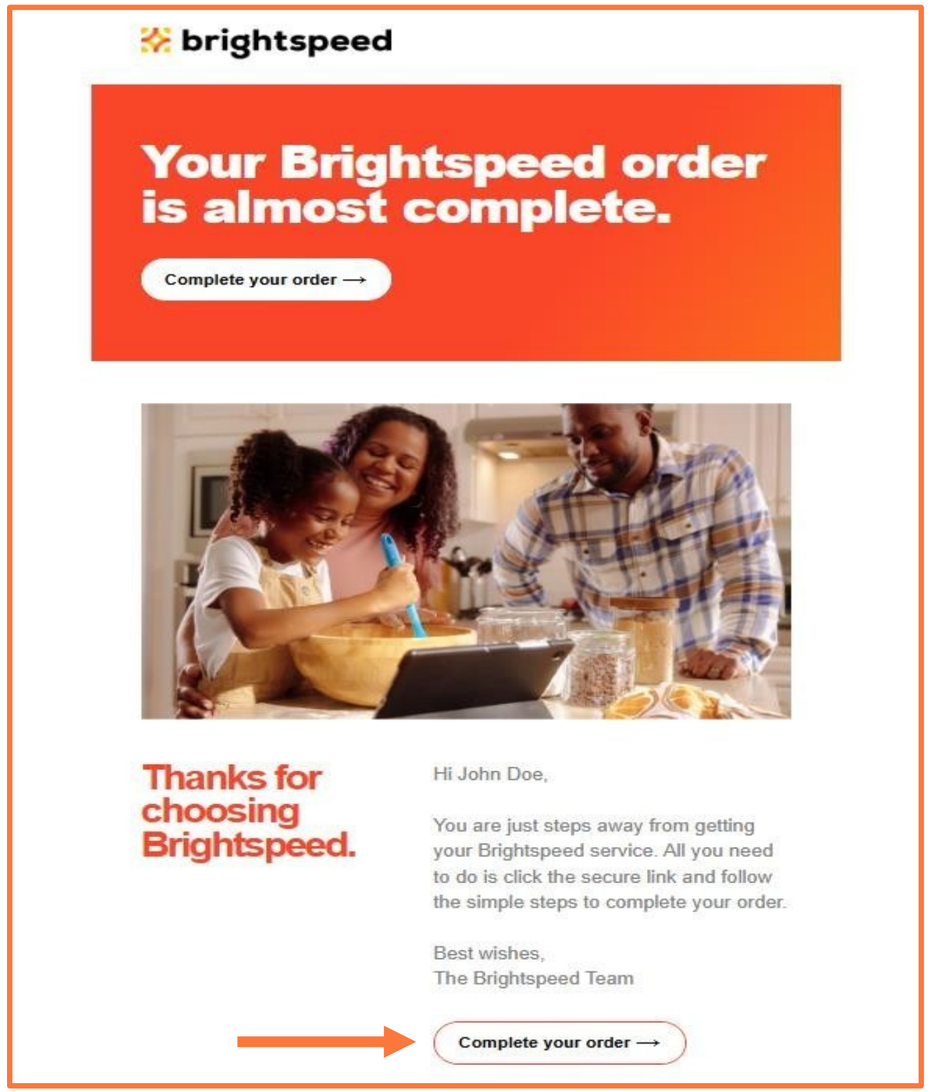
1. Click **Submit**.



© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Order Review and Submission - Customer

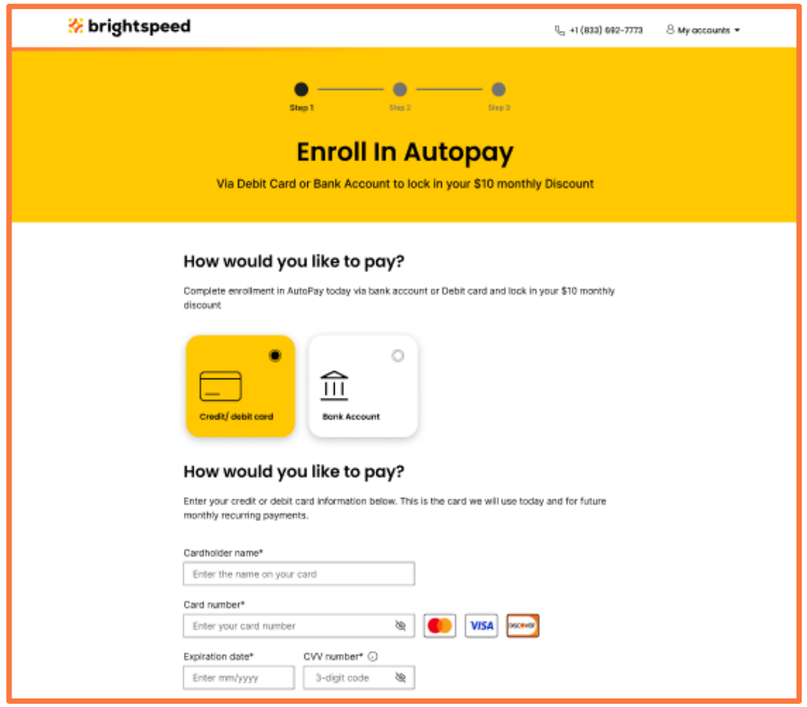
- The customer will receive the communication and click “Complete your order” to get started.
- They will complete a series of forms: Autopay Enrollment, Quote and Agreement and Deposit (if any).

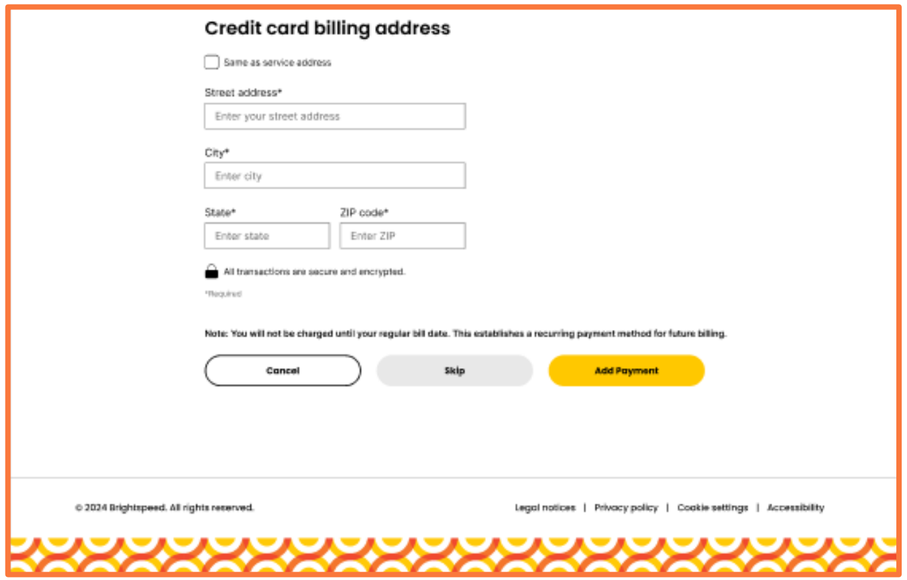


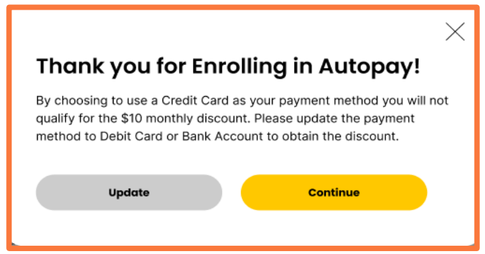
© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

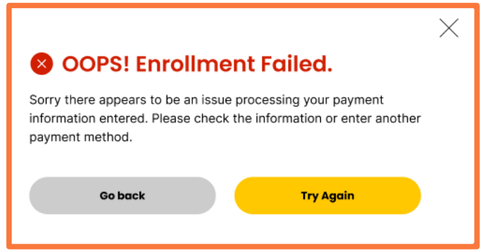
Enroll in Autopay

- The customer will complete the Autopay form if desired. This is required for the $10 discount.
- A debit or bank account must be used for Autopay to receive the $10 discount. Paying with a credit card will remove the $10 discount.
- The customer may skip this form if they do not want to enroll in Autopay.
- Pop up messages will display if the customer uses a Credit Card or if their payment method fails.





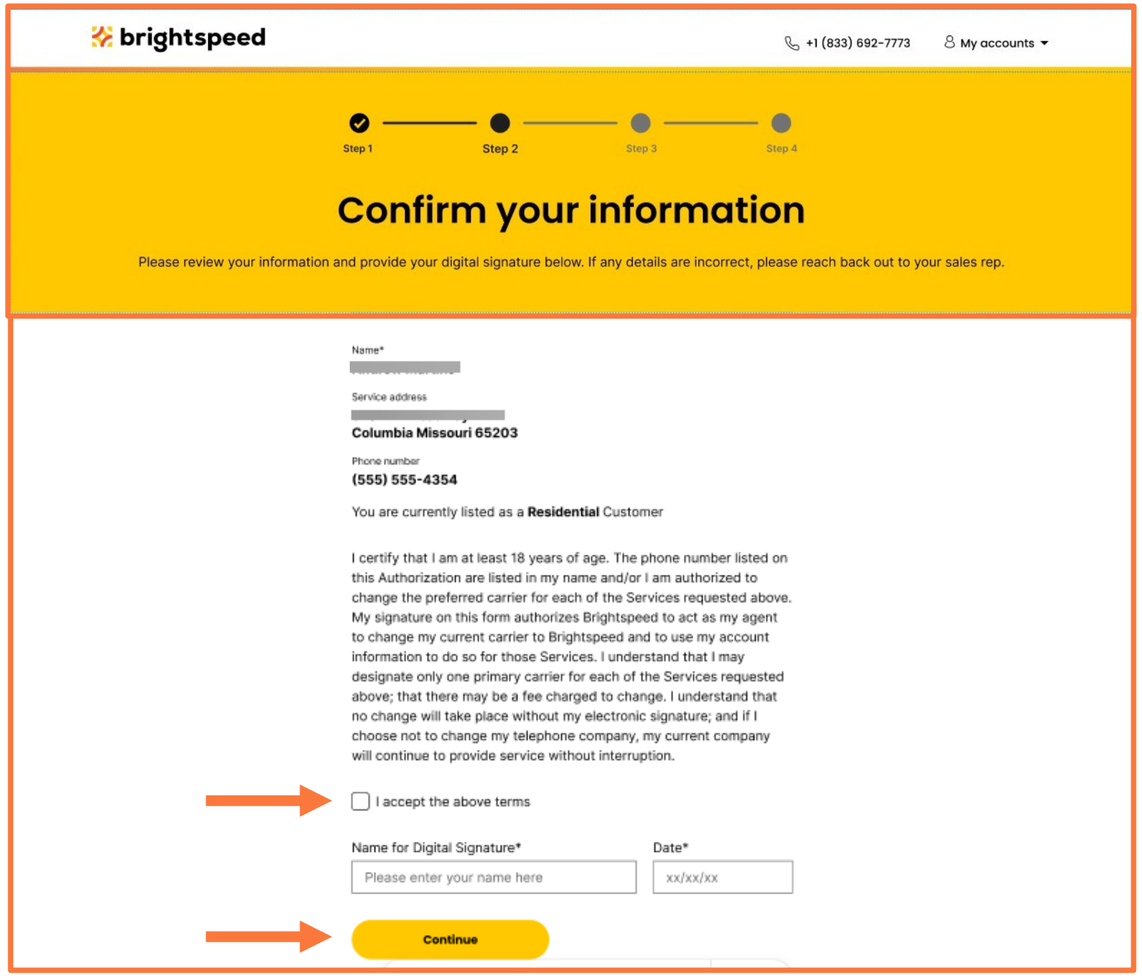




© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Electronic Letter of Authorization (ELOA) form

- If the customer is porting their current telephone number, the ELOA for will be sent and must be completed.
- They must click the checkbox, enter their name and date, then click Continue to be taken to the Deposit form.



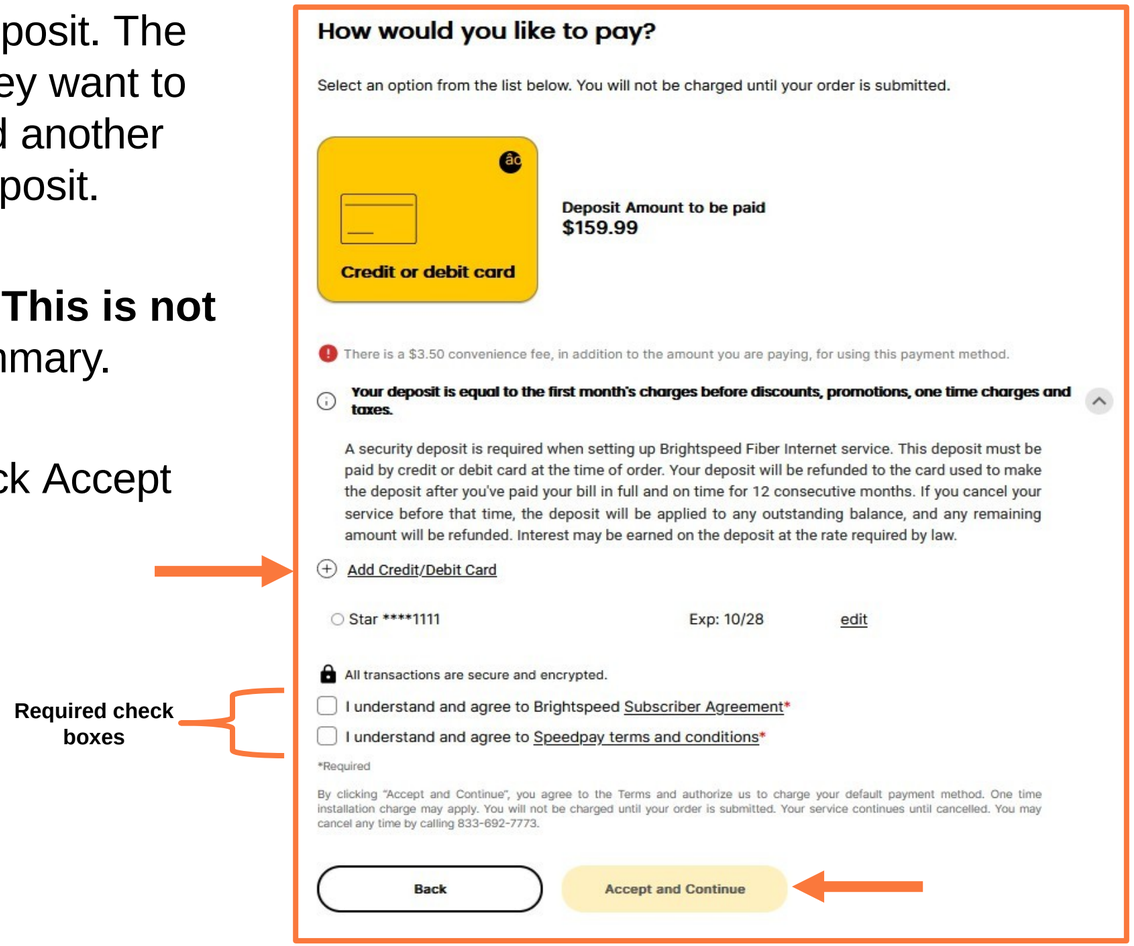
© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Deposit Form (If Required)

- The customer may use a debit or credit card to pay the deposit. The card they used for Autopay will be entered by default. If they want to use a different card, they may Click the plus symbol to add another card. Customers cannot use a bank account to pay the deposit.

- A $3.50 convenience fee will be added to this transaction. **This is not a Brightspeed fee** and **will not** appear on their order summary.

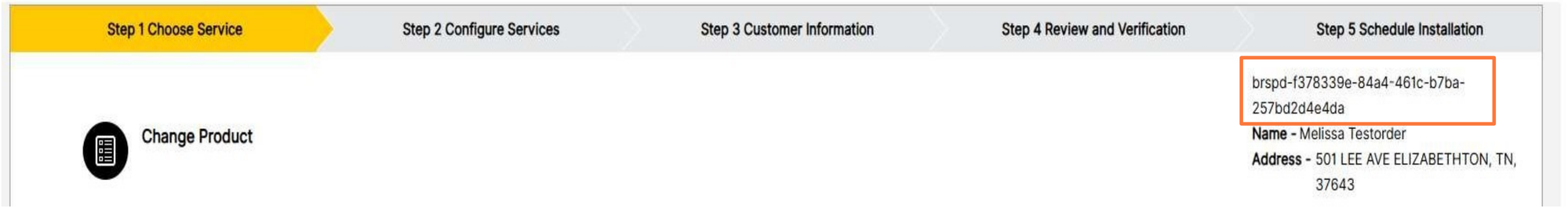
- The customer must check the required boxes and then click Accept and Continue.



© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

Reporting System Issues

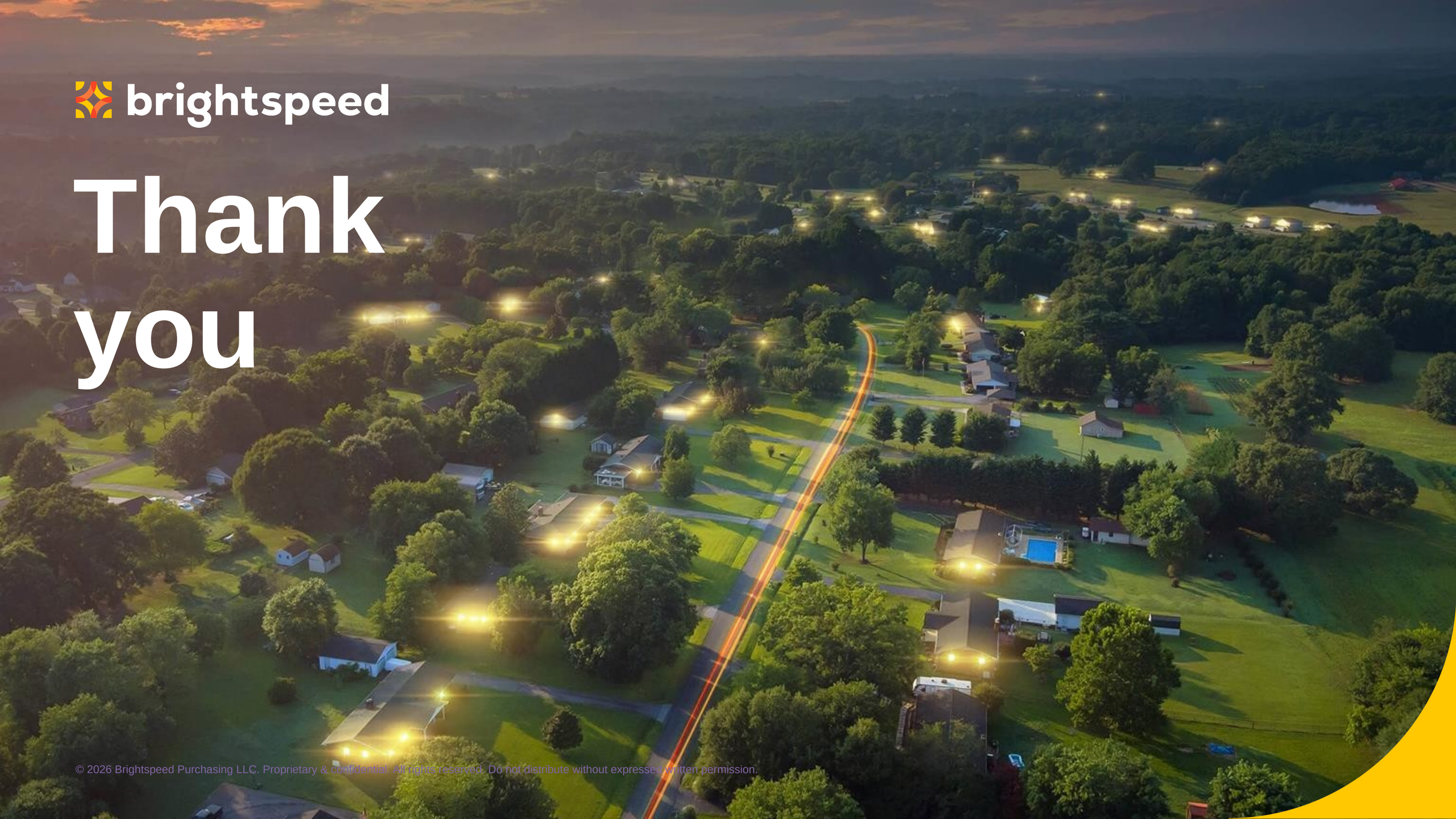
- If you receive an error in BASS, please be sure to report it.
- Reporting system issues helps the Brightspeed team help you!
- Provide details of the error and the steps performed.



© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.

brightspeed

Thank you



© 2026 Brightspeed Purchasing LLC. Proprietary & confidential. All rights reserved. Do not distribute without expressed written permission.