In-person fiber sales. A clearly defined scope.

For internet providers and authorized channel partners

Home Front Solutions is a customer acquisition company based in High Point, North Carolina. We discuss residential field-sales programs around a provider-approved offer, a confirmed address set and a clear path from customer conversation to order handoff.

Each opportunity is reviewed market by market. Provider authorization, staffing, timing, systems access and commercial terms are confirmed in the written scope for that engagement.

Where a program can help

An internet service provider may be preparing a newly serviceable area, reviewing an existing footprint or considering an additional in-person acquisition channel. A useful first discussion identifies the intended customers, the provider's readiness and the result the parties want to measure.

What to define before launch

Market and offer. Eligible addresses, exclusions, approved pricing and materials, and the owner of changes.

Field work. Permitted selling methods, available staffing, representative preparation, identification and property access.

Customer handoff. Order entry, customer questions, acceptance, installation and exception handling.

Reporting. Source records, owners, definitions, review cadence and escalation.

The provider or its authorized channel controls serviceability, approved offers, order acceptance, installation and final account status. The signed scope sets out the actual responsibilities for both parties.

From market discussion to an agreed program.

01 Discuss the market. Share the footprint, objective, readiness date and decision-makers.

02 Confirm fit. Review provider authorization, offer, address eligibility, staffing, systems access and customer responsibilities.

03 Agree the written scope. Define field work, training, quality controls, order handoff, reporting, escalation and commercial terms.

04 Review readiness. Confirm the agreed requirements before any field activity begins.

05 Review the work. Use the records, definitions and cadence agreed for the program; resolve exceptions with their named owners.

Measures to agree

Keep submitted orders, provider-accepted orders, completed installations and reversals separate. Agree who supplies each status, the reporting cutoff and how discrepancies are resolved. Any target, rate or reporting method depends on the engagement; none is guaranteed here.

Start a conversation

Bring the intended market, offer, eligible-address source, timeline and the people responsible for sales and fulfillment. A market enquiry does not reserve a crew or establish a provider partnership.

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Discuss a market