

## REVISED WARM INSTALL/REPAIR PROCESS

***We have updated our processes to eliminate inside access for repair and installation jobs while continuing to provide service to our customers. This new process will go into effect starting Monday, April 6<sup>th</sup>. In addition our Call Centers and Channel Partners will be suspending Vantage/FiOS Video and VOIP orders and will only offering either 100/100M or 50M FiOS service. This applies to new orders as of Monday April 6<sup>th</sup>.***

### All Repairs:

- Restore network facility issues as normal. Test and verify working services to external demarcation point. Utilize Loopcare Metatest whenever possible to avoid accessing equipment.
- If the issue is not resolved and inside access is needed:
  - Leave temporary wiring and/or device kits (RG/STB) and self-install collateral at external location for customer to collect and self-install. When possible, activate the device(s) before leaving for the customer.
  - For FiOS or FTTH - if inside ONT is out of service attempt to walk customer through reboot.
- From outside premise at a distance of at least 6 feet or from your vehicle when cellular service is available, assist the customer with any wiring or set up to ensure services are working.
- Inform customer we are tracking the temporary fix and will follow up with permanent wiring when the crisis is over. Complete job and note temporary wiring during post job checklist.
- If ONT cannot be restored, customer refuses, or is not able to assist with restoring services, notify the customer to call FTR back after the crisis is over. Complete job using Plant Item 997/Action14.

### Copper DSL, Vantage and Voice Installs:

- Complete network facility work. Confirm dial tone and/or sync at external demarcation point/NID. Utilize Metatest whenever possible to avoid accessing equipment.
- If customer has no inside wiring/jack that can be used; Create temporary patch cord to be used from demark to RG (with enough slack for RG placement indoors) and leave RG/temporary wire for customer to collect and self-install (through door or window).
- Once temp wiring is in place or if customer has existing wiring/jack; Leave RG kit and self-install collateral for customer to collect and connect to existing jack. When possible, activate the device(s) before leaving for the customer to collect.
  - Note - bonded services will sync on a single pair if inside wiring/jack is only wired for single pair services (may be an option if customer does not want temp wiring) Technician will notify the customer they will only have 50% of speed ordered and it will be remedied when we return to complete the job after the crisis is over.
  - For Vantage Video - activate one DVR and leave for customer along with Vantage self-install collateral. If other STBs are on order activate in SIMPL and note temporary wiring during post job checklist.
- From outside premise at a distance of at least 6 feet or from your vehicle when cellular service is available, assist the customer with any wiring or set up to ensure services are working.
  - Walk customer through Walled Garden and **Confirm** customer has full access to broadband service.
- Inform customer we are tracking temporary fix and we will follow up with permanent wiring when the crisis is over. Complete job and note temporary wiring during post job checklist.

- If customer refuses or is not able to assist with completing install, notify the customer to call FTR back **after** the crisis is over and refer the job to COVID19\_PROTOCOL\_TECH\_RPT.

## **FiOS and Fiber to Home Installs**

- Complete network facility work. Range or confirm light at ONT.
- If ONT is present or can be installed outside premise; Provide temporary wiring (such as an Ethernet jumper to connect the ONT to the RG), any device kits (RG/STB), and self-install collateral for customer to collect and self-install. When possible, activate the device(s) before leaving them with the customer.
  - If customer inside home Wi-Fi signal is weak or not acceptable:
    - Offer an AM525 Wi-Fi extender and back feed via existing coaxial cable if feasible to support data.
    - Offer 100M/100M lower speed using MoCA WAN (requires call to Offline).
- For FiOS Video – Activate STB at a sage location. If other STB's are on order activate in SIMPL and leave for customer to collect and self-install.
- For Vantage video – Activate on DVR and leave for customer along with Vantage self-install collateral. If other STB's are on order activate in SIMPL and note temporary wiring during post job checklist.
- For voice
  - FiOS/FTTH – If able, connect inside wire at ONT and place test calls
  - Vantage fiber VOIP - Have customer connect phone to RG and place test calls
- From outside premise at a distance of at least 6 feet or from your vehicle when cellular service is available, assist the customer with any wiring or set up to ensure services are working.
- Inform customer we are tracking temporary fix, and we will follow up with permanent wiring when the crisis is over and it's safe/clear. Complete job and note temporary wiring during post job checklist.
- If customer refuses or is not able to assist with completing install, notify the customer to call FTR back **after** the crisis is over and refer the job to COVID19\_PROTOCOL\_TECH\_RPT.

## **Exclusions**

Should a repair require inside access to one of our critical service customers like hospitals, 911 Centers, Police, Fire, etc., contact your Local manager and follow existing hospital COVID-19 safety protocols.

**Call Center Alignment:** Our Account Service Reps (Call Centers) will have dialog with our customers so they know what to expect when the technician arrives; These conversations will begin today.

- *"As a result of COVID-19, we are taking additional precautions to ensure both our customers and our technicians stay safe. Temporarily, we are only installing orders that do not require a technician to enter your home. Before we proceed with an installation date, we need to verify your order can be completed with assistance from a technician from outside your home."*  
*If customer was interested in Video; "My apologies. Temporarily, we are not processing orders for new Video services, but I know you will still love our Broadband service. Let me share our recommended streaming services information with you once we determine we can install services without coming into your home"*

**Need more detail:** For questions regarding safety of performing work or related to the warm installation process, always contact your Local Manager. For additional specific details around this or any other process we have previously shared: [Click here to view the COVID-19 Operations Guide](#)