

05/12/03

QCCC Warranty Process

Definition

The customer of record will have 30 calendar days to call the implementor in the four Designed Services Centers when they experience problems with their circuit. The QCCC warranty process will expand from 48 hours to 30 calendar days and will include all products and installation options.

Goals

Our goal is to reduce the future number of 'I' reports that each center receives monthly and to also improve the service that we provide the customer of record.

An 'I' report is recorded when a new service is turned up and the customer of record reports a trouble ticket on the service within 30 calendar days.

In the QCCC the warranty work will be routed to the appropriate maintenance group.

Hours of Operation

Hours of operation in the four Designed Services Center and the QCCC will be Monday through Friday from 8am to 5pm

The QCC will be open 24 X 7 beginning June 10th.

Each Provisioning Department will have a 30-calendar days warranty on all installs.

Each DSC Provisioning CCT/ SR will provide to the customer of record their name and direct call back number The QCCC will provide the Warranty number, which will be answered in the new maintenance group. Staffed 24X 7

Information to be Given

Information to be given to Customer of Record on Completion

The following information will need to be given to the customer of record upon completion of the order:

Step	Action
1	Circuit I.D.
2	Type of service installed
3	Date of install
4	Location of DMARC
5	DMARC extension (if applicable)
6	Name and number of Center C/I to call if trouble happens when they install their equipment or if any other trouble happens within the next 30-calendar days.
7	DSC personnel will have to give hours of operation for provisioning C/I availability

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Handling The Call

The following steps must be followed when the customer of record calls in with a trouble report

Step	Action
1	When QCCC maintenance C/I receives a call back on a recent install. The tester will verify with the customer of record the problem that they are reporting.
2	A trouble ticket must be created, AT, (Assist Test) in the RPTCAT field. See Report Categories Job Aid at: http://emedia.uswc.uswest.com/ned/Network_Services/designsrv/jobaids/01026/CE_0-3443957/
3	Technician shall determine the nature of the call. If Dmarc info is requested by the customer of record, pass the information to them and close the ticket with INFO If a trouble ticket is already open on this circuit give the ticket number to the customer of record, access the ticket and give the most current status information.
4	If the customer of record is reporting that service is either down or they can't get service up then the following actions will be taken by QCCC maintenance C/I : Access the circuit reported Perform tests that ensure that the service is still ok. If tests indicate that a network problem exist and can be resolved without a dispatch, then QCCC maintenance C/I needs to resolve the issue. The C/I will need to retest the service and close the AT ticket with the appropriate analysis and disposition codes. A CR ticket will then need to be created. See Analysis Code/Trouble Code Cross Reference Job Aid at: http://emedia.uswc.uswest.com/ned/Network_Services/designsrv/jobaids/01019/CE_0-3443913/
5	If a network problem exist and a dispatch is needed to resolve the problem then a QCCC maintenance C/I will need to close the AT ticket, and create new ticket with CR (Customer Report) in the RPTCAT field. Detailed notes of what transpired during the AT ticket are required. The QCCC C/I would follow through on entire transaction.
6	QCCC maintenance C/I will provide all test results performed. They will also note where the dispatch is needed to resolve network issue
7	If the QCCC maintenance C/I has a TOK on the circuit and the customer of record is requesting a dispatch to retest to the DMARC, the QCCC maintenance C/I will inform the customer of record that billing charges may apply. Again the AT ticket must be closed and CR ticket opened.
8	(This refers to future group only) On service that was turned up for billing, C02 Process from Customer Not Ready Process, and no cooperative testing has been performed. The maintenance C/I will follow the process and do conformance testing. <u>Per the process</u> on starting of billing an AT ticket is to be <u>opened and tracked.</u>
9	Disconnects in error should be handled in the following manner: QCCC maintenance C/I received call from customer of record QCCC maintenance C/I will call the SNR and request an order to reinstall service. Expedite process outlines criteria to determine if reconnect would qualify as expedite.