

COVID19 Modified Technician Install Process (All Markets)

Overview	
Target Audience	All Consumer & Small Business Voice and HSI Field Technicians
Impact/Benefit to the Regions	<p>No Entry installation process for Voice and HSI services.</p> <p><i>The decision on whether to enter or not enter a customer premises resides with the technician based on their own assessment.</i></p>
Reason for Change	Initial version

Related Documents

Document Name	Document Link
COVID-19 Customer Website	https://news.centurylink.com/covid-19
Technician Contact Guide	http://library.corp.intranet/sites/default/files/article/4707/FP-JA-2019-02-002.pdf
Modem Install Guide	https://www.centurylink.com/asset/home/help/downloads/internet/2020_setup%20modem.pdf
Visit the library to view all documents: http://library.corp.intranet/	

Process Center of Excellence – Field Technicians FP-JA-2020-XX-XXX Issue 1 Date: 04/09/2020**Installation**

The following is the recommended process for techs to follow to provide service to customers without entering the home. The primary goal is to have a permanent solution. If that isn't possible, to provide a semi-permanent solution.

There are 4 modified install options to use to provide service:

1. Utilize existing wire
2. Tech will drill a hole from outside in, with assistance from customer
3. Customer will drill their own hole (before/after) install
4. Install service in an attached garage

If one of the 4 modified options cannot be used to provide service, then reschedule the service request using the No Access process.

Single Family Unit

1. Tech will work with the customer to identify a usable wire from the side of the house to a jack inside
 - If a useable wire is found, the tech will:
 - Provide the gateway with the Modem Setup Guide on the customer doorstep
 - Call the customer and walk them through gateway installation/setup
 - If a useable wire cannot be found, the tech will:
2. Offer to drill a hole from outside in, with assistance from the customer (if comfortable)
 - i. Look for an existing external access point before you drill
 - ii. Drill hole and provide terminated wire to customer
 1. Internal ONT
 - a. Turn up ONT at side of house
 - b. Disconnect the fiber from the side of house and, using a fiber long enough to reach from inside of house to fiber drop, pass fiber and connected ONT to the customer
 - c. Customer will feed fiber back from inside through drilled hole
 2. Copper
 - a. Connect base-board jack to the IW with enough slack to reach from drilled hole location to NID
 - b. Pass IW and connected jack to customer
 - c. Customer will feed IW from inside through drilled hole
 - iii. Provide the gateway with the Modem Setup Guide on the customer doorstep
 - iv. Call the customer and walk them through gateway installation
3. The customer can drill their own hole (before/after)
 - i. Provide the gateway with the Modem Setup Guide on the customer doorstep
 - ii. Leave a coil of IW with a terminated base-board jack for the customer to install later, connected at NID/Colocation
4. Install service in an attached garage
 - i. Install the gateway (and internal ONT, if Fiber)
 - ii. Confirm customer can surf
 - iii. Provide extenders on customer doorstep to install, if Wi-Fi signal is not adequate

If one of the 4 modified options cannot be used to provide service, then reschedule the service request using the No Access process.

Process Center of Excellence – Field Technicians FP-JA-2020-XX-XXX Issue 1 Date: 04/09/2020**Multiple Dwelling Unit**

The following is the recommended process for techs to follow to provide service to customers without entering the unit.

- Tech will get service to the furthest equipment room/closet outside the unit
- Tech will work with the customer to identify a usable wire to a jack inside
- If a useable wire is found:
 - Provide the gateway with the Modem Setup Guide on the customer doorstep
 - Call the customer and walk them through gateway installation
- If a useable wire is not available
 - Reschedule service

Repair**Single Family Unit**

The following is the recommended process for techs to follow to restore service to customers without entering the home

1. Outside Plant Issue
 - a. Troubleshoot BAU
2. Trouble appears to be inside ONT
 - a. Turn up new ONT
 - b. Provide ONT to customer on doorstep
 - c. Walk customer through swap
3. Trouble appears to be inside wire issue
 - a. Follow unusable wire process from install procedure
4. Trouble appears to be the gateway
 - a. Walk customer through a factory reset
 - b. If not resolved, provide new gateway with the Modem Setup Guide on doorstep
 - c. Call the customer and walk them through gateway installation

Multiple Dwelling Unit

The following is the recommended process for techs to follow to restore service to customers without entering the unit.

- Outside Plant Issue
 - Troubleshoot to the furthest equipment room/ closet outside the unit
- Trouble appears to be inside ONT
 - Turn up new ONT
 - Provide ONT to customer on doorstep
 - Walk customer through swap
- Trouble appears to inside wire issue
 - Reschedule
- Trouble appears to be the gateway
 - Walk customer through a factory reset
 - If not resolved, provide new gateway with the Modem Setup Guide on doorstep
 - Call the customer and walk them through gateway installation

Process Center of Excellence – Field Technicians FP-JA-2020-XX-XXX Issue 1 Date: 04/09/2020

Additional Information

If you need assistance translating to a foreign language while working with a customer, follow the Customer Contact Guide:

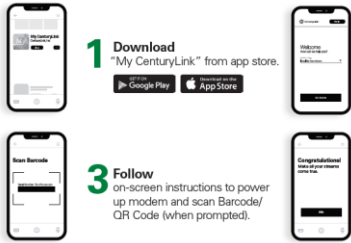
<http://library.corp.intranet/sites/default/files/article/4707/FP-JA-2019-02-002.pdf>


Foreign Language Translations	Language translators for up to 247 different languages when technicians in the field encounter a language barrier during a customer interaction.	866-583-1529 Central Region- code 5990 West Region – code 4028 East Region- code 6001
--------------------------------------	--	--


Modem Setup Guide

The Internet is waiting.
Let's go!

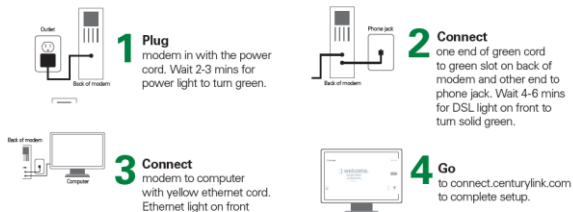
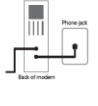


Mobile Device Instructions

- Download** "My CenturyLink™" from app store.

- Launch** app and select "Install My New Modem."
- Follow** on-screen instructions to power up modem and scan Barcode/QR Code (when prompted).
- Enjoy** streaming, surfing, shopping, and everything else you love to do online.






No Mobile Device? No problem.

- Plug** modem in with the power cord. Wait 2-3 mins for power light to turn green.

- Connect** one end of green cord to green slot on back of modem and other end to phone jack. Wait 4-6 mins for DSL light on front to turn solid green.

- Connect** modem to computer with yellow ethernet cord. Ethernet light on front should turn green within 5 seconds.

- Go** to connect.centurylink.com to complete setup.


Still having trouble?
Give us a call – 855.331.1346



© 2019 CenturyLink. All Rights Reserved.

Process Center of Excellence – Field Technicians FP-JA-2020-XX-XXX Issue 1 Date: 04/09/2020

Document Management					
AUTHORS					
Author	SME	Name		Telephone Number	E-mail Address
X	X	Dave Houser		913-274-7048	dave.houser@centurylink.com
REVISIONS					
		Region Approval Required?			
Date	Issue	Yes	No	Revised By	Comments
04/09/20	1		X	Dave Houser	Initial Version
APPROVAL					
Name		Title			Date Approved
Kimberly Irenze		Manager- Field Technician, Dispatch, TSC Processes			04/09/20
Field Operations		Directors for Region Operations			N/A