Entitlement 2 Tool

Residential Tier 3 Agents

Reference Guide

Time Warner Cable – Care Training Documentation
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Goal

To introduce you to the ENT 2 process and the tool built into RIO. Showing you how to use the tool to identify a customer's TWC TV issues and escalate if needed.

Objectives

Upon completion of this module, you will be able to:

- Explain what ENT 2 is
- Explain what the ENT 2 tool tells you in RIO
- Effectively use the RIO ENT 2 tool to verify a customer's entitlements
- Describe the possible scenarios you may come across
- Understand what action(s) to take when a TWC TV issue is escalated
- Understand the flow of escalation groups
- Identify which markets will be identified exclusively with step 3

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What is Entitlement 2?

ENT2 is a new platform for TWC TV that uses a three step process to determine the customer's channel lineup specific to them.

Note: TVE apps will continue to use ENT1 to verify entitlements.

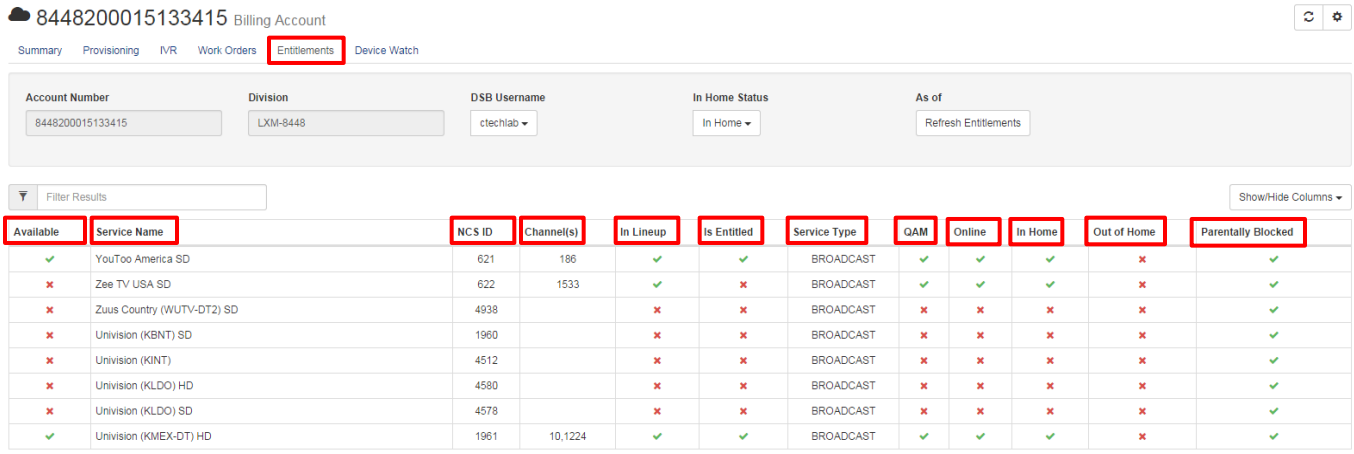
1. **MAS/HUB channel lineup**
   - **Step 1** Use the information provided by the STB during the terminal registration process. Part of the data provided by the STB is the MAS and HUB it is using. Entitlements 2.0 will use this information to obtain the lineup associated with the MAS/Hub the STB uses. This specific lineup may have more or potentially fewer channels than the current TWC TV "online' lineup but will be a more accurate lineup and one that matches their STB services.
2. **MAS default channel lineup based on zip code**
   - **Step 2** Used if Ent2 can't determine the lineup in step 1. Step 2 will use the Zip code from the customer's service address to find the default channel lineup for the MAS serving that Zip code. This specific lineup may have more or potentially fewer channels than the current TWC TV "online' lineup resulting in a lineup different from what they see on TWC TV today but still more accurate and much closer, if not an exact match, to their STB channel lineup.
   - **NOTE:** Step 2 will be used in cases where a customer has an iGUIDE STB but ODN boxes are available in their market (ex. Portland, Maine)
3. **Default East and West**
   - **Step 3** Used if the zip code lookup from step 2 fails. Step 3 will use the State from the customer's service address and return a default EAST channel lineup or a default WEST channel lineup. These default lineups have been created in the National Channel Service and are based on the NCL. These do not include locals. Step 3 is anticipated to be used for customers in former national markets.

Can We Verify A Customer's Entitlements?

The ENT 2 tool has been built into RIO; it will be one of the tab options when you look up an account. You can use this new feature within RIO to determine if a customer is entitled to view the available networks on their STB and TWC TV (in home and out of home). You can use this information to educate the customer whether they should be able to see a network (depending on how they are connecting) or not. You can also determine if there is a conflict between what the customer is seeing and what is in ENT 2; and escalate accordingly.

ENT 2 in RIO

Below you will find a screenshot of the ENT 2 tab in RIO and a breakdown of what each section will tell you.



Available	Service Name	NCS ID	Channel(s)	In Lineup	Is Entitled	Service Type	QAM	Online	In Home	Out of Home	Parentally Blocked
✓	YouToo America SD	621	186	✓	✓	BROADCAST	✓	✓	✓	✗	✓
✗	Zee TV USA SD	622	1533	✓	✗	BROADCAST	✓	✓	✓	✗	✓
✗	Zuus Country (WUTV-DT2) SD	4938		✗	✗	BROADCAST	✗	✗	✗	✗	✓
✗	Univision (KBNT) SD	1960		✗	✗	BROADCAST	✗	✗	✗	✗	✓
✗	Univision (KINT)	4512		✗	✗	BROADCAST	✗	✗	✗	✗	✓
✗	Univision (KLDO) HD	4580		✗	✗	BROADCAST	✗	✗	✗	✗	✓
✗	Univision (KLDO) SD	4578		✗	✗	BROADCAST	✗	✗	✗	✗	✓
✓	Univision (KMEX-DT) HD	1961	10,1224	✓	✓	BROADCAST	✓	✓	✓	✗	✓

Available: This field indicates that the particular service (broadcast or on demand content e.g. – AMC, HBO on Demand, CBS) is available to the user on the account, on the TWCTV clients supported by entitlements 2.0 platform. The user should be able to view these services.

Service Name: This field carries the service name of the service in NCS (National Channel Service). NCS service names are unique and generally indicate the following

- The service format (HD/SD)
- The region (East/West)
- On demand indication (On Demand)
- Call sign - if they are locals (e.g.…WXLV)

NCS ID: This field indicates the unique service ID used within NCS for the service. This is a numeric value. The presence of this value and the above field (service name) indicate that the service is available in NCS. The service has to be available in NCS for it to be entitled and viewable on TWCTV clients

Channel No.: This field indicates the channel numbers on which this particular service is available on the set top box. The presence of channel numbers also indicates that the service is available on the set top box lineup for the customer

In Lineup: This field indicates if the NCS service is available on the lineup that the customer gets on TWCTV clients. The service needs to be available on the lineup that the particular account gets, in order, for the service to show on the TWCTV client. There might be additional fields on the UI that indicate if the lineup was retrieved using the customers Hub ID or zip code. Lineups retrieved using the Hub ID are always identical to the lineup that the customer gets on his set top box. The zip code based lineup may be of four types

- A lineup that is identical to the one that a customer gets on his set top box
- A lineup that is served in the customers zip area but not the same as the one that he gets on the set top box
- A default lineup that is setup at a division level for the division that the customer belongs to. These lineup names are called Default.
- A National Static East or National Static West lineup that is given to customers whose set top boxes are not provisioned through a MAS (Mystro Application Server). About 7% of TWC customers fall in this category and reside in markets like Telluride – CO, Moscow – ID, etc. For these customers, the current Entitlements 2.0 system does not include locals in their lineups

Is Entitled: This field indicates if a particular NCS service is entitled to the user. A users list of entitled services may be different from the ones that appear on the lineup. A user needs to have a particular service both on the lineup and as part of the set of entitled services for the service to show up on the TWCTV client.

Service Type: This field indicates the type of the service. This field as of now will indicate if the given service is a broadcast service, in which case it will show up on the programming guide of TWCTV client. If the service is an On Demand service it will show up in the On Demand section of the TWCTV app.

QAM flag: This field indicates if the service has QAM (Quadrature Amplitude Modulation) output feeds. This in short indicates if the service is meant to be available on the Set Top Box. The service has to be on the lineup, has to have channel numbers and also have the QAM flag set to true for it to be available on the Set Top Box. In addition, the customer needs to be entitled to the service for him to be able to view it. However, this flag does not determine in anyway, the services' availability on TWCTV clients and is meant to only help resolve issues where a customer can view a service on his TWCTV client but not on his set top box or vice versa.

Online Flag: This flag indicates if the service is available on TWCTV clients. This flag is set to true only if the service has output feeds that carry video for online platforms like TWCTV on android devices, apple devices, Roku, etc. If this flag is set to false, it means that even if the user gets the service, there will be no video streamed and the service would be unavailable online.

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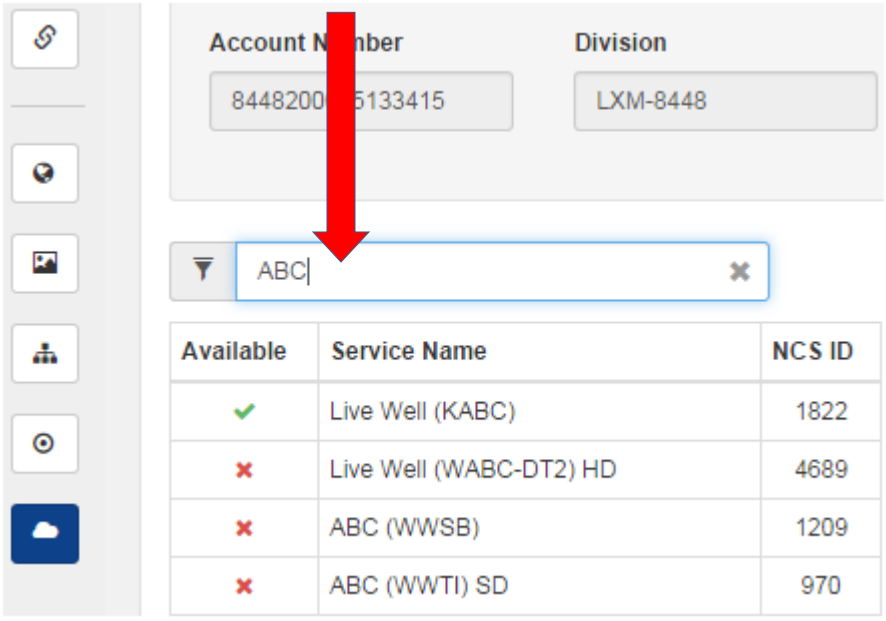
In Home Flag: Indicates if the service is contractually available to be viewed at home. To be considered at Home, a device needs to be behind a Time Warner Cable modem. Basically a customer is considered to be at home if the IP of the device that he is using for TWCTV is in the list of IPs registered on his account - TWC IP addresses for the modems in his household.

Out Of Home Flag: This flag indicates if the service is contractually available to be viewed outside the home. Customers should be able to view this service even if they have logged into TWCTV over their mobile network, community wifi network or any other network that allows them to connect to the Internet.

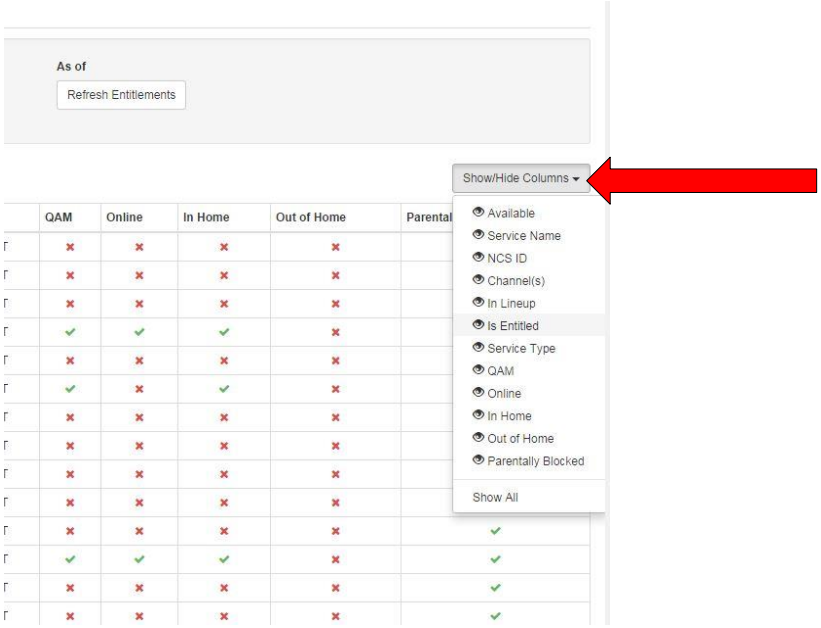
Parental Block: This flag indicates if the user has been blocked from viewing a particular service on TWCTV. The admin user on the TWC account can set a list of services to not be viewable to some users on the account. This list is set up from the My Account site.

Filter Options

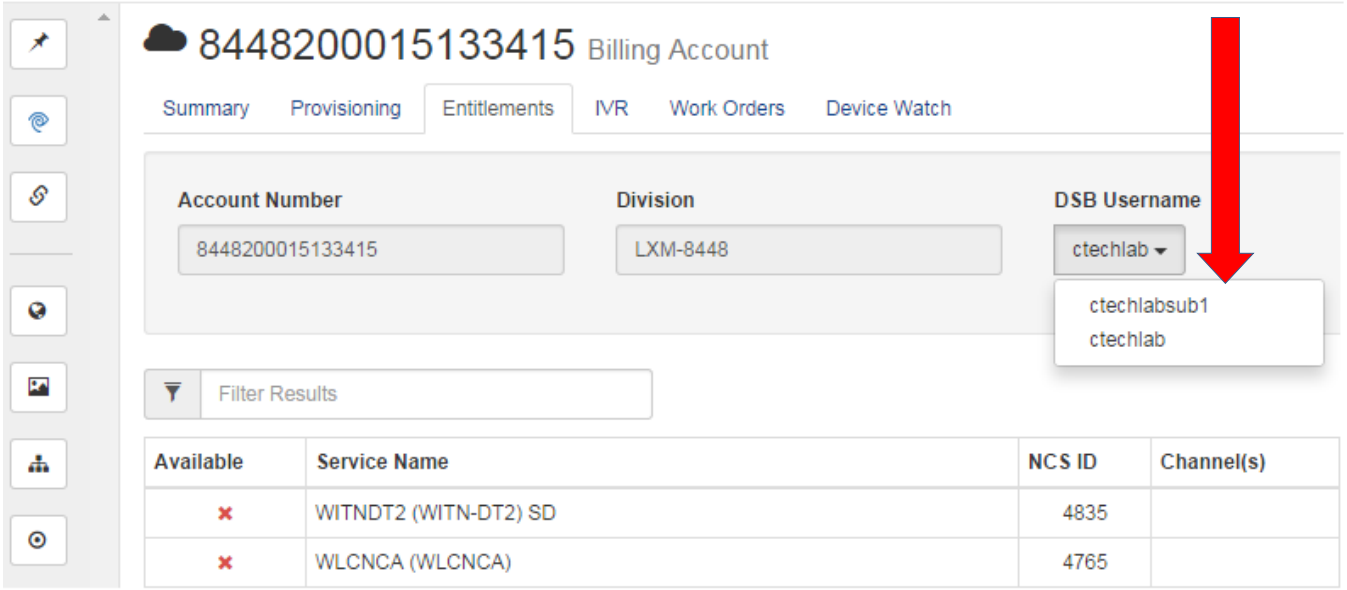
By using the **Filter Option** you can quickly locate and display Service Names, and Service Types.



By using the **Show/Hide Columns** option you can eliminate unneeded data, or reorganize the data displayed to provide only what you need to assist the customer.



By using the **DSB Username** dropdown, you can select a specific My Account User including Partner Accounts associated with your search. By default, the Master Account is chosen for you here.



Possible Scenarios

Escalation will be required if the customer insists that the channel should be displaying for them, but the RIO ENT2 Tool states it should not. The following are scenarios that you may encounter.

The service is unavailable on the lineup that the customer gets

The service is available in **NCS** and the customer is **entitled** to the service, but the **lineup** the customer gets on TWCTV does not have the service listed on it.

Available	Service Name	NCS ID	Channel No.	In Lineup	Is Entitled	Service Type	QAM Flag	Online Flag	In Home	Out of Home	Parental Block
X	Yes	Yes	No	X	✓	Broadcast	X	X	X	X	X

If escalated, steps to investigate

The lineup of the customers STB and that through Streaming devices may be compared. They should have a similar list of services, or the NCS data may need to be corrected.

The customer's lineup may not have been discovered correctly. It's possible they may be getting the Zip Code default lineup, or a National Static EAST/WEST lineup. In these cases, the NCS data may need to be corrected or the customer's billing service address data may need to be corrected.

The customer is not entitled for the service

The customer gets the service as part of his/her **lineup** but he/she is **not entitled** to the service.

Available	Service Name	NCS ID	Channel No.	In Lineup	Is Entitled	Service Type	QAM Flag	Online Flag	In Home	Out of Home	Parental Block
X	Yes	Yes	No	✓	X	Broadcast	✓	✓	✓	✓	X

If escalated, steps to investigate

The customer's billing account may be compared to check for the presence of this unentitled service. The billing data should show the same service as unentitled (absent), or the ECP data may need to be corrected and ECP may need to re-fetch the entitlements from billing (SOA) or billing data may need to be corrected.

The customer's Billing Div Org in NCS should be mapped to the entitled service, or the NCS data may need to be corrected.

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The service is not available on online clients (TWCTV)

The customer gets the service as part of his/her **lineup** and he/she is **entitled** to the service. But the service has an **online flag set to false**, which means the service is unavailable to customer on TWCTV.

Available	Service Name	NCS ID	Channel No.	In Lineup	Is Entitled	Service Type	QAM Flag	Online Flag	In Home	Out of Home	Parental Block
X	Yes	Yes	Yes	✓	✓	Broadcast	✓	X	✓	✓	X

If escalated, steps to investigate

The service may not carry any output feeds for online clients. If this is incorrect, then NCS data may need to be corrected through Safehouse and NCS.

The customer is blocked from watching the service by the admin user on the account

The customer gets the service as part of his/her **lineup** and he/she is **entitled** to the service. But, since the **Parentally Block flag is set to true**, the customer will not be able to stream the service on TWCTV under the chosen user name

Available	Service Name	NCS ID	Channel No.	In Lineup	Is Entitled	Service Type	QAM Flag	Online Flag	In Home	Out of Home	Parental Block
X	Yes	Yes	Yes	✓	✓	Broadcast	✓	✓	✓	✓	✓

If escalated, steps to investigate

The Parental Control configuration of blocked services should reflect the blocked NCS service ID for the user. If this is incorrect, the Parental Control preference data needs to be corrected.

The service is not available if the customer is not behind his TWC modem.

The customer gets the service as part of his/her lineup and he/she is entitled to the service. But, since the Out of Home flag is set to false, the customer will not be able to stream the service on TWCTV if his device is not connected to the TWC modem that is registered on the billing system.

Available	Service Name	NCS ID	Channel No.	In Lineup	Is Entitled	Service Type	QAM Flag	Online Flag	In Home	Out of Home	Parental Block
X	Yes	Yes	Yes	✓	✓	Broadcast	✓	✓	✓	X	X

If escalated, steps to investigate

The out of home flag in NCS for the service needs to reflect the fact that service is not available out of home. If this is incorrect then NCS data may need to be corrected.

Customer can see ESPN (or other channel) on their STB, but not on Entitlements 2 devices

Blacked out content on TWC TV will look technically the same as the set top box in that the customer sees a black screen with text stating that due to regulations the channel is blacked out. Meaning they will still get the channel but not the content. This can happen because the online blackout rules are more stringent than the QAM or STB rules.

Available	Service Name	NCS ID	Channel No.	In Lineup	Is Entitled	Service Type	QAM Flag	Online Flag	In Home	Out of Home	Parental Block
✓	Yes	Yes	Yes	✓	✓	Broadcast	✓	✓	✓	X	X

Steps to Investigate

If the online version is blacked out, determine if the customer is close to the stadium as they may fall in the gray area between STB and Online rules.

If the customer insists they should be able to see the content on TWCTV and only shows a 5 digit zip in billing, a ticket can be escalated to update their zip code to the full zip+4 but that is still not a guarantee the content will display.

Escalation Procedures

1. Tier III will speak with the Roku, iOS and/or Android customer and determine if they are having an Entitlements-related issue.
   - RIO tool will supply information on customer's STB and Online channel lineups and what services they are entitled to receive on customer-owned devices.
2. If the Tier III agent determines that the issue needs to be escalated, they will submit an Issuetrak ticket (Via AAD Questionnaire).
   - The Issuetrak ticket will create an Eventrak (TRB) ticket that will be assigned to NOC Video Restoration and categorized as Digital Video – TWCTV – Entitlements-CST Service.
3. NOC will use Cyclops to verify RIO results and/or determine that the issue needs to be escalated to ACOE.
   - NOC will ensure a Trouble Ticket is created and engage ACOE.
4. ACOE will engage PES.
5. PES will troubleshoot and engage Entitlements 2.0 Development and/or Billing Support as necessary.

Step 3 Markets: "Former National" / East – West – Midwest

The following markets are the ones where we expect **Step 3** to be used the most if not exclusively.

- Dothan, AL
- El Centro, CA
- Gunnison, CO
- Madison, IN
- Danville, KY
- Georgetown, KY
- Harrodsburg, KY
- London, KY
- Morehead, KY
- Morganfield, KY
- Winchester, KY
- Newburgh, NY
- Mt. Sterling, OH
- Richlands, VA
- Moscow, WA/Pullman, WA

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Services Available to IP Devices

As of January 2015, local broadcasters of major networks (ex. ABC, NBC, CBS, PBS, Fox, Unimas, Telemundo) have been launched for IP devices in the following regions:

- Texas
- NYC
- Northeast
- PacWest (minus Oceanic)
- Carolinas

Local broadcasters for Midwest region (with the exception of Milwaukee) are scheduled to be launched on IP in March 2015

Sports services (local, regional, national) for all regions except for Midwest are also scheduled to be launched on IP in March 2015

Schedules are still in development to launch additional services on IP devices:

- International services
- Brighthouse Networks Local services
- PEGs

Adult services and PPV services are not scheduled to be launched on IP devices at this time.

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