TWC APP SUPPORT

Residential Tier 3 Agents

Reference Guide

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Goal

To help limit the amount of calls you will have to transfer to an app support group for TWC app troubleshooting, escalations, and provide a better customer experience.

Objectives

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

- Explain what TWC Apps we offer
- Explain the requirements and limitations of our TWC Apps
- Describe what types of devices are compatible with our TWC Apps
- Understand how to troubleshoot and support our TWC Apps
- Identify how to escalate unresolved TWC App issues.

What apps do we offer?

Here at Time Warner Cable we offer a range of apps to keep our customers connected to their services wherever they are. For specific (and most up to date) information regarding these apps please refer to key.

TVE Apps Landing Page:
http://key.twcable.com/Pages/TVEverywhereTVEIntroduction.aspx

TWC TV Landing Page:
http://key.twcable.com/Pages/LandingPageTWCTV.aspx

What devices do we support?

Depending on the application that is being used, we support most of the popular devices on the market. For a list of the exact devices that are supported for a specific app check the key article for that app.

Some examples of compatible devices are:

Compatible Devices

- Andriod Phone
- Andriod Tablet
- Apple TV
- iPad
- iPhone
- Kindle Fire
- PCs (Windows/Mac)
- PS3
- Roku
- Samsung Smart TV
- X-Box 360

How will we support TWC Apps?

We will support this app by making sure the customer meets the qualifications to use this application, troubleshooting the app and device itself, and escalating if needed.

Requirements

In order to use our applications customers have to meet certain requirements with their devices, level of service, and registrations. Keep in mind that the specific requirements will vary depending on the app that is being used, and the device that they are trying to use. Examples of requirements below:

- Must have Starter TV or Standard TV depending on the device.
    - o Example: A Samsung Smart TV requires Standard TV while an iPad only requires Starter TV. (This may change, always refer to key for latest info)
- Must have an active account.
- Must have an active My Account.
- Must have a compatible device and operating system, a list of the current supported devices can be found on the TWC TV landing page.
- Must have a TWC internet connection, for TWC TV (for all available channels). Customers who do not subscribe to TWC Internet can receive a TWC gateway that will allow customer to access the app but will not be able to browse.
    - o Supporting Link: http://key.twcable.com/Pages/TWCTViPadforNon-HSOCustomersOverview.aspx

Limitations

There are some limitations we have to be mindful of when supporting our customers with their TWC Apps. Examples of limitations below:

- Devices that have been "Rooted" or "Jail Broken" will not work with TWC Apps.
- If an account was newly installed, disconnected, transferred, or upgraded there is a potential 24 – 72 hour lag time before a customer can use TWC Apps.
- Customers who are under a seasonal suspension should expect their TWC Apps to potentially stop working, however in CSG markets the codes remain on the account so there is a chance the apps will continue to work.
- To use TWC TV a customer must be behind a Home WiFi connection.
    - o To get all available channels a customer will have to connect using their TWC Home WiFi connection (Wired or Wireless).
    - o If connected to any other WiFi connection a limited amount of live channels will be available.
    - o The exception to this rule is for Verizon wireless customers, they will be able to watch a limited number of live channels on their cellular network.
    - o http://key.twcable.com/Pages/TWCTVOutofHomeOOHforiOSAndroid.aspx
- Customers can only access TWC Apps with 5 unique IPs within a 2 hour window.
    - o If the customer attempts to connect 6 or more they would be locked out.
    - o This does not apply to a Home WiFi connection as all devices are technically sharing the 1 public IP address.

My Account

One of the requirements for a customer is to have completed the registration process for My Account. We will have to use the [User Management tool](#) to support our customers with their app access. Examples below:

- Verify the customer has registered for my account; under their current account.
- Verify the customer's My Account is in an Active status (meaning they have verified their account with their customer code).
- Verify the customer is using the correct log in user name to access TWC Apps (reminding them that the log in information is case sensitive).
  - Ensure the customer understands, if they are trying to access an app with a Child My Account, what they can view may be limited if parental controls are active.
- Help the customer in resetting their My Account password, manually after properly authenticating, or with self-help.

Troubleshooting

Below is a troubleshooting flow you can follow to support your customer with their app issues (**Note:** This same flow can be followed through the GuideIT TWC TV flows):
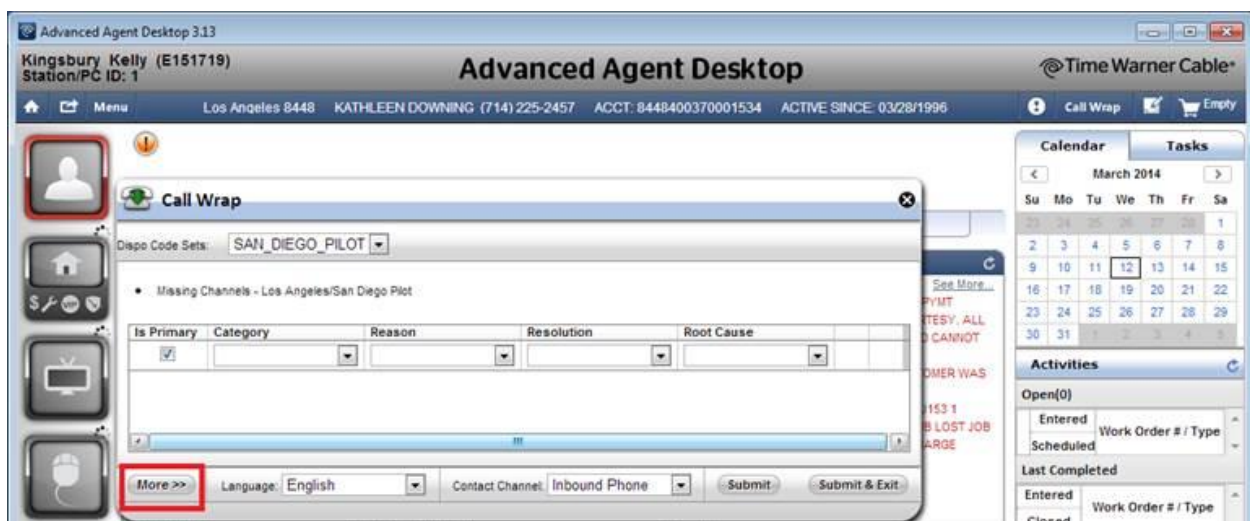
- Check billing for the appropriate coding, remembering that it can change depending on what app is being used and on what type of device.
  - Make sure to check the specific key article for that app/device.
- Ensure the customer's account is current and not in a disconnect status.
- Verify if channel should be available to view through the RIO Entitlement section (for TWC TV).
- Verify the customer was not installed for Video/HSO in the past 72 hours.
- Verify customer entitlements with ENT1/ENT2 tools (ENT2 for TWC TV only).
- Power cycle the customer's modem and device.
- Ensure the customer's device is online.
- Ensure the customer has an Active My Account.
- Ensure the customer is using the correct log in information.
  - Some devices automatically capitalize the first letter in the username.
  - Be sure to determine if it is the Parent or Child account (check for blocks).
- Use the Tier 3 test log in info to test the app/website (if possible).
  - Will help determine if it is a single user problem or a site/app issue.
- Ensure the customer has not tried to access the apps with 6 or more devices (outside of the ones through a Home WiFi connection) in the past 2 hours.
- Checking for possible pending updates for the app.
- Un-installing then Re-installing the app.
- If troubleshooting has been done and still not resolve move to escalate.
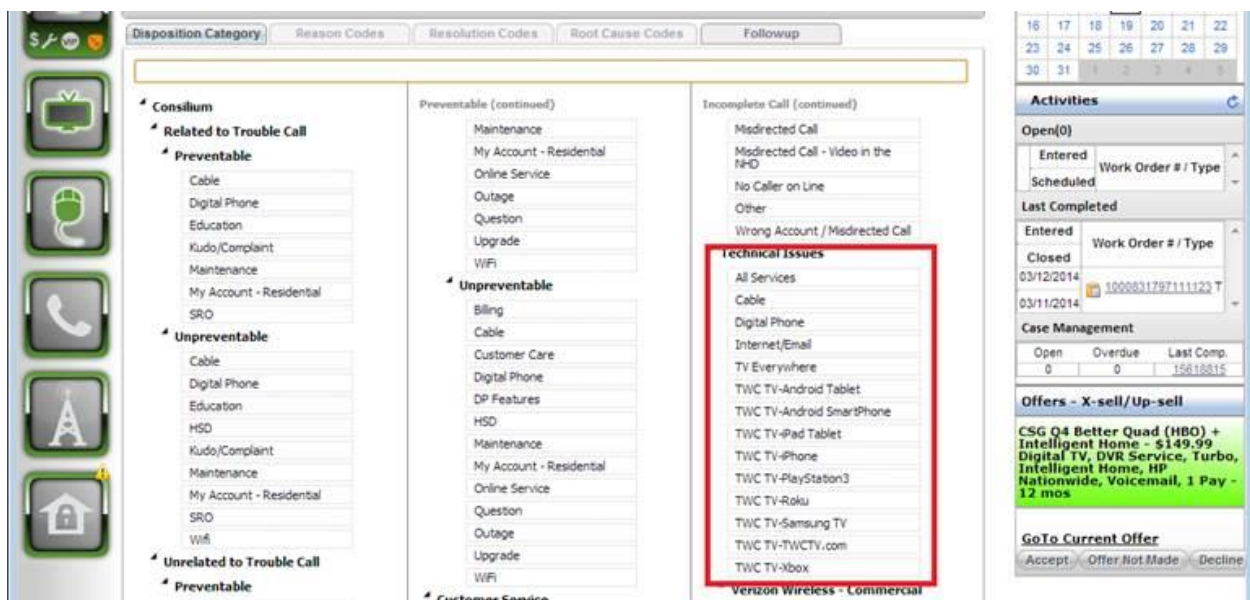
How do I escalate in AAD?

Step 1: In **AAD** click on the **Call Wrap** button in the upper right-hand corner.

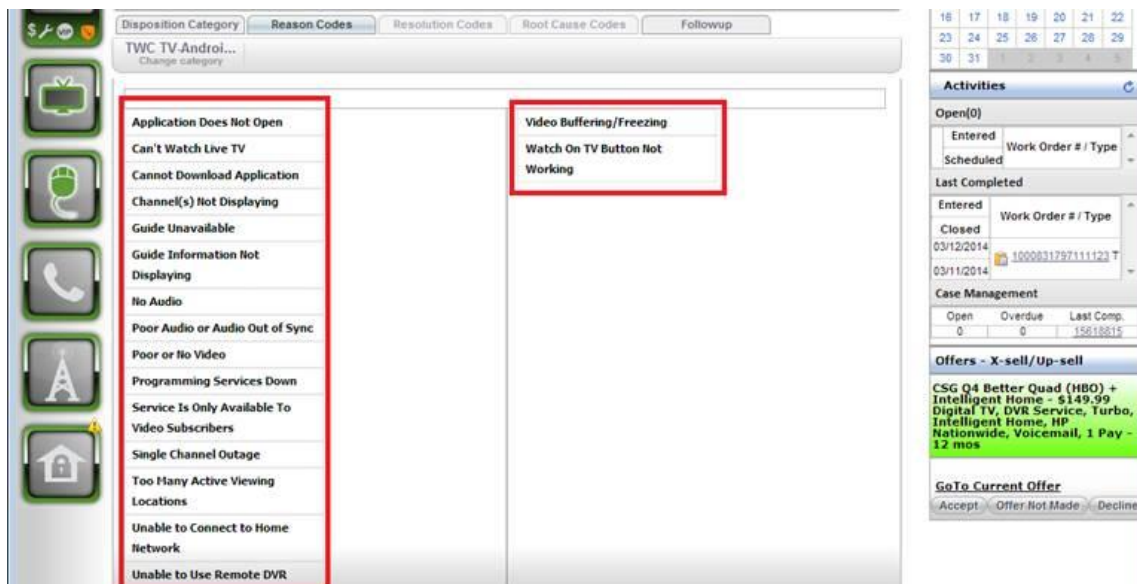**Step 2:** In the **Call Wrap** window, click **More**.

Step 3: In the **Disposition** window, select the correct platform/device/app being used.
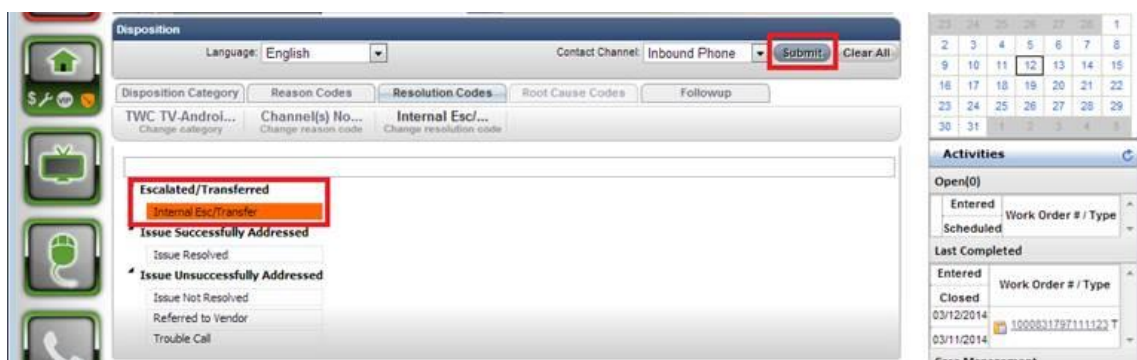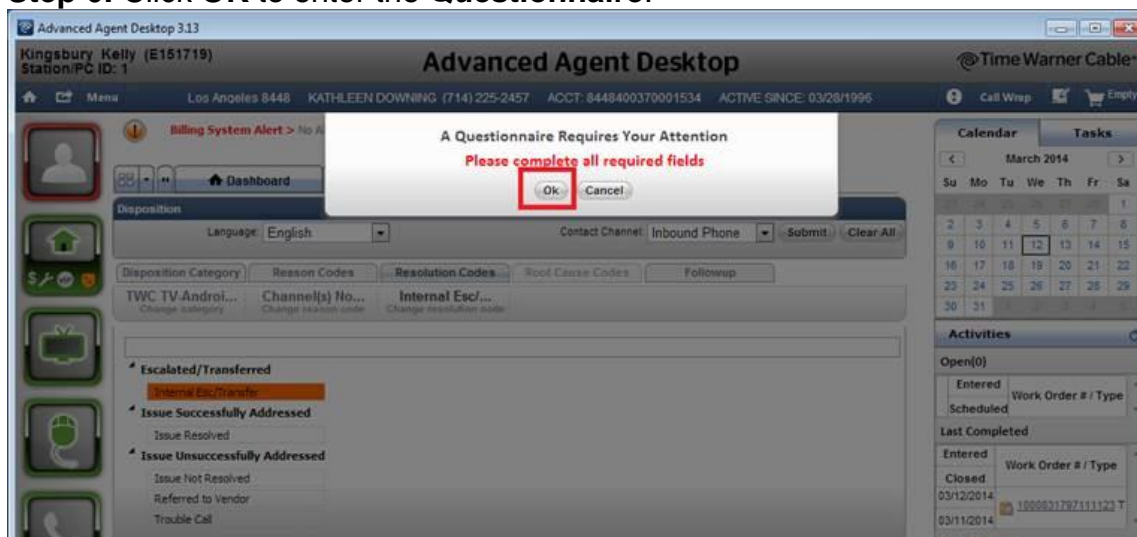
Step 4: Select the nature of the unresolved technical issue.

Step 5: Select **Escalated/Transferred – Internal Esc/Transfer** then click **Submit**.

Step 6: Click **OK** to enter the **Questionnaire**.

Step 7: Complete the **TWC TV** or **TV Everywhere Questionnaire**.