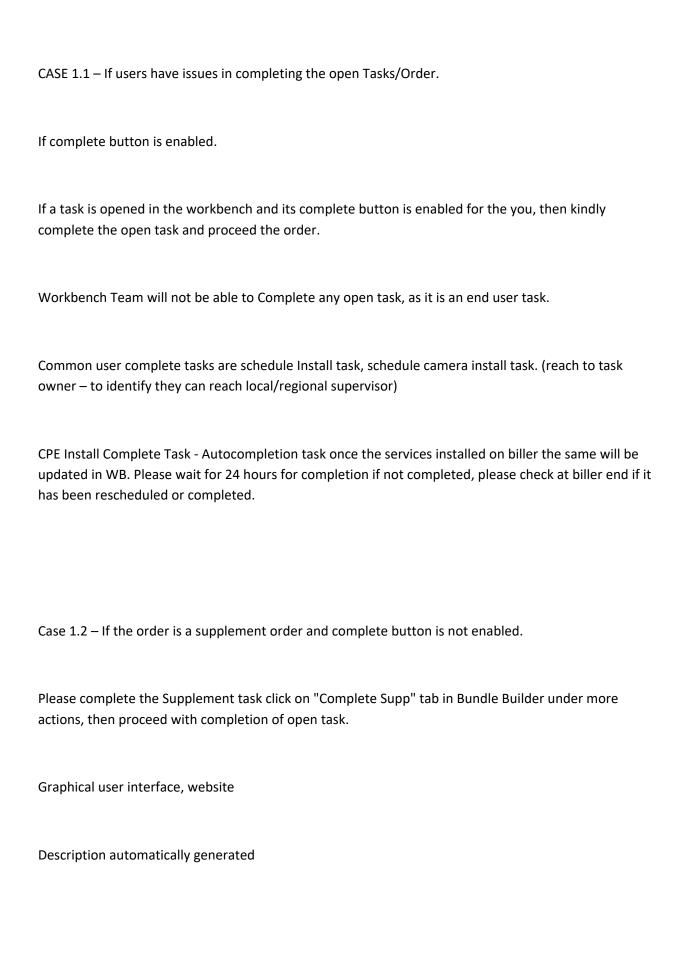


Case 2: Issue in validating the Voice Mail Fee under Voice Service. The following steps that need to be followed for successful validation of Voice Mail (VM) price. Step 1: Please add the required number of Voice Mails for the selected TNs. Cost of 1 VM - \$.5. Ensure the count and price of VMs added. If the Bundle Builder is not recognizing the VM price, then do a CLEAR ALL and re-add the Services again with required VMs. Step 2: Please ensure that the count of VM should exceed the count of Phone Lines selected. Case 3: Issue in validating the Toll-Free Activation Fee under Voice Service. The following steps that need to be followed for successful validation of Toll-Free Activation price. Step 1: Ensure if the Toll-Free is existing (Or) newly added. If Toll Free is newly added, TF Activation Fee will be charged. For existing Toll-Free, TF Activation Fee will not be charged. Step 2: Toll-Free Activation fee will be charged under NRC. Case 4: Issue in validating the Directory Listing Fee under Voice Service. Step 1: When the Directory Listing is selected as 'Published', the fee will not be charged. Step 2: When the Directory Listing is selected as 'non-Published', the fee will be charged as \$24.95 for Base Order (New Order). Step 3: When the Directory Listing is selected as 'non-Published', the fee will not be charged (For

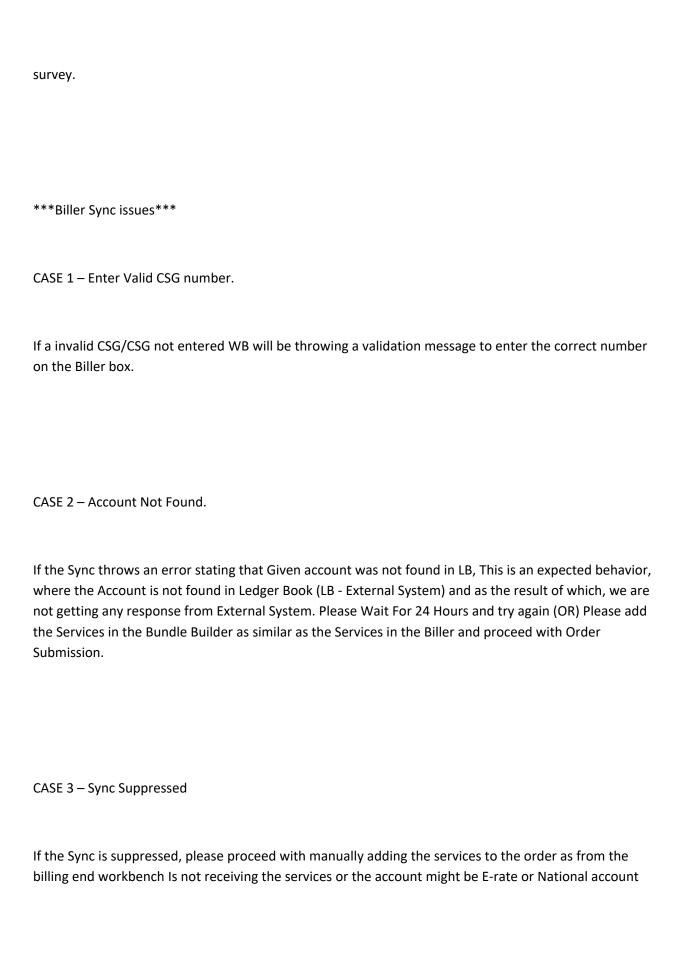
| Existing New Order). |
|---|
| Step 4: When the Directory Listing is selected as 'Non – Listed', the fee will be charged as \$24.95 (For New Order). |
| Case 5: Issue in validating Static IP |
| If the count of Static IP is 4 in Workbench Site and the customer requires only 3 Static Ips alone in the Order, then downgrade of static IP can be done in Bundle Builder. We can simply select 3 on BB for static IP in Internet Service. |
| On downgrading the IP the submit order button will be suppressed since the IP has to be bypassed. Please follow the below steps to have the submit order button enabled. |
| Following are the steps need to be followed for successful bypassing of Static Ips: |
| Step 1: Go to the CONFIGURE PRODUCTS Tab in Bundle Builder under Business Internet Service and click on Check IP to bypass it (Ensure if you have clicked it thrice). |
| Step 2: Then, click on VALIDATE without hitting SAVE Button |
| Step 3: At last, click on ADD PRODUCTS button to have the SUBMIT ORDER Button enabled. |
| ***SMB TASK MANAGEMENT ISSUES*** |



| In order to perform the above step you need to have SMB Supp role. In-case you do not have the role check with your implementation managers. |
|---|
| Complete button will be enabled for task, after the completion of Supplement task. |
| Case 1.3 – If it is a normal order and complete button is not enabled. |
| Kindly check whether the Corp (Cable System of the Location - refer the sample screenshot) has assigned to your Workbench Profile or not. If the CORP is not assigned to your profile, then you will not able to change the Task Owner / Complete Button will not enabled for the respective Tasks. |
| Please assign it and proceed further tasks Completion / Order Completion. |
| All WB Users can add Corps themselves. |
| Below are the steps for CORP assigning: |
| In WB, |
| In Top Bar, go to MY WORKBENCH, then MY PROFILE. |
| On the MY PROFILE page, scroll down to the Corp Details Section. At the bottom of the listed Corps, click the ADD button. |
| New pop-up appears. In "Division" field, enter "Northeast/west/central" and click Search. All Corps not currently associated will then appear. |

| Select each checkbox to the left of the Corp(s) and then click SUBMIT. |
|---|
| You are now finished. |
| Note: Please enter either "Northeast" (Or) "West" (Or) "Central" under the division field. Workbench Team will not be able to Complete this user end task / assign the corps. |
| |
| Case 2.1 – Move Task issues. |
| This order was submitted as a move order. Move order has a 72 hour wait time to have the disconnect process completed from the previous site. |
| We don't recommend any backend updates as it will cause issues to the auto disconnect process. |
| Please wait till this timer gets over and once that is done order will move to completion and you can submit the new opportunity. |
| |
| Case 3.1 – Old order restricting the user in submitting a new order (Location lock). |
| |
| Location lock - The workbench will not allow the user to submit a new order if the site already has a |

| pending order in same location. |
|---|
| Please check if any other order is pending or created in same location. If present, please complete/cancel the old order and then proceed with submission of new order. |
| Workbench Team will not be able to Complete/Cancel any open task, as they are end user tasks. |
| |
| ***Unable to submit due to pending Opp*** |
| Case 1— Pending Orders/MACD without completion |
| Old orders of the site has not been completed by the end user |
| Rep has to go to the site check for the pending order and have them complete or they will be notified with the order id while submitting taking that they can complete the order |
| |
| ***Workbench - Survey Status Errors*** |
| Case 1— Completing the Survey task |
| There are certain task that will be launched in workbench before the submission of the survey without completing them if survey is submitted the survey will be failed with 99 error. |
| If 99 error is thrown please have the open task to complete and then proceed with requesting the |



| ** Bundle Builder 2.0 General – End User Training issues ** |
|---|
| Case 1: Mismatch of services in workbench/ Mismatch in count of Phone Lines / Mismatch in Ancillaries/ Changing the Full Featured Lines/ Change the View of VIDEO services: |
| Step 1: Check if the order has been synced with biller. If not, please proceed with sync up by clicking on sync up with biller. |
| |
| Step 2: If the order has not been synced or it failed, please add the services as per the biller to the order and proceed with submission. |
| For further assistance please contact Workbench application support |
| Note: |
| Biller Sync up can be performed only for the Orders which has not Submitted. For submitted Orders, Biller Sync is not applicable. |
| 2. If the Order has been submitted, then a MACD must be created in Workbench Site for modifying or removing the Services. |
| Steps in creating MACD: |
| Click on CREATE MACD button enabled in Workbench Site Details Page. If MACD button not enabled please get in touch with divisional support |

| • Creat M | Select the services need to be changed and the MACD type then proceed with checking the IACD button. |
|--------------|--|
| Case 2: | Error while connecting to UCM error while attaching document under Attachment section. |
| | while connecting to UCM' error will be thrown when attaching document under Attachment / ct Management section. Steps to be resolved are as below. |
| • | Verify the Name of the Document. If the Document name contains any space, this error will be . Please remove the whitespace / space between the name of the file and attach further. |
| Step 2: | Verify the extension and size of the document attached. |
| An Exar | mple: |
| Valid Fi | le Name: abc_contract_management.txt |
| Invalid | File Name: abc_contract_management .txt (Space after the word 'management') |
| Invalid | File Name: abc contract_Management.txt (Space after the word 'abc'). |
| | |
| Case 3: | Migration Issues: |
| 1. | For Full Migration we need internet services on the order. |

| 2. Partial migration at least one Mob or Basic lines to be left behind | |
|--|--|
| 3. VES migration after selecting the migration please toggle back to configure product tab and have them validated so that SOA will not have the VES lines | |
| 4. While Full Migration of lines Packages with MOBILITY lines included cannot be added | |
| General points to have successful Order Submission: | |
| 1. Initiate the Biller Sync for all the orders. If the Biller sync has failed or suppressed, please proceed with the below steps. | |
| 2. Please do clear all under 'More Action' in Bundle Builder for successful adding of Services and Ancillaries and for proper pricing of Services. | |
| 3. Select Modify Existing Option and Retention Renewal Option for selecting / de – selecting required services and Packages, Promos. (In case of existing Services). | |
| 4. Save and Validate other details and proceed further with Order Submission. | |
| If Any assistance needed on processing the order please reach the workbench support team | |
| | |
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| | |