

IV Retest P&P for Partners

Introduction

Installation Verification (IV) is a test for the DIRECTV system that ensures new installations meet quality standards and ensures the customer will have an optimal entertainment experience. IV Retest is a similar quality check performed on upgrades and service/repair calls. IV or IV Retest typically must be passed before a work order can be successfully closed.

Certain situations do require that IV be waived to complete a job though, such as temporary events (severe weather) that only impact DIRECTV service at the time or an inaccessible receiver that requires IV Retest.

To handle those exceptions and others, a call has previously been required to ISS/TEC to process either an IV waiver or an IV Retest override. Field process as of September 1, 2017 is to instead submit these requests directly via the IV Exception tool rather than making a call to a support group.

Before Submitting an IV Exception Request

IV exceptions can only be submitted after **ALL** troubleshooting options have been attempted and failed, or there is an accepted reason for the failure (severe weather, line-of-sight issues, receiver at a different location, etc.). Before requesting an IV waiver or IV Retest override, the customer should be made aware of any potential impact to the service and approve the action.

Tech instructions

There are two scenarios for IV retest, a waiver or an override. Depending on the situation will determine what the next steps.

IV Retest Waiver- this occurs when the tech is installing or replacing a receiver

1. Tech is installing and getting an IV retest failure. It could be failing due to weather or due to DTV known issues. No approval needed from team leader
 - a) Tech will need to call **Lexington Dispatch group for assistance- 859-353-3144**
 - b) Tech will need to explain to the dispatch why its failing
 - c) If Due to weather, Dispatcher will use weather tracker website to verify.
 - d) Once weather is verified, dispatcher will proceed and ask tech for the necessary information to complete the waiver
 - e) If a known DTV issues, dispatcher will proceed and ask for information to complete the waiver

IV Retest Override- occurs when a receiver isn't not present at the location or due to weather- approval is required from team leader

Tech is present at the home and the IRD is not available

Tech will call Lexington Dispatch group- 859-353-3144

Tech will need to explain the issue

Dispatcher will verify with the customer or verify via the weather website

Dispatcher will call team leader for approval on IRD not preset at location

Once dispatcher receives approval, the dispatcher will proceed and ask the tech for the necessary information and complete the override