



MEMORANDUM To: Customer Service Representatives

Campaign: Call Center System

Date: November 2, 2018

From: Management

Subject: **Hold Inadequate Signal (Fixed Wireless Accounts)**

Effective immediately, when a technician calls to cancel or place an **EDGE** work order on hold for No line of Sight (NLOS), agent needs to determine if it's a **Fixed Wireless** account before changing the status of the work order.

All Fixed Wireless accounts should be placed on hold for **"Hold Inadequate Signal"** instead of "Hold Line of Sight Issues".

How to Identify a Fixed Wireless Account

The order line items will display as below and the Product group will show **WDM**.

Line Item Id	Product Name	Product Line	Line Item Status	Action Required	Product Group	Access Card Status	Delivery Method	Serial Number
					0 selected...	0 selected...	0 selected...	
BD5001	OUTDOOR ANTENNA	OUTDOOR ANTENNA	Open	New	WDM		Tech Delivers	
BD5002	WIFI GATEWAY	WIFI GATEWAY	Open	New	WDM		Tech Delivers	
BD5003	ANTENNA POWER SUPPLY	ANTENNA POWER SUPPLY	Open	New	WDM		Tech Delivers	

Failure to comply with the above instruction will result in the below penalties.

Final Warning
Dismissal

Please sign below as an indication that you understand the contents of this document.

190 Newtown Barracks
Belize City, Belize
Tel: 223-5555/223-5555