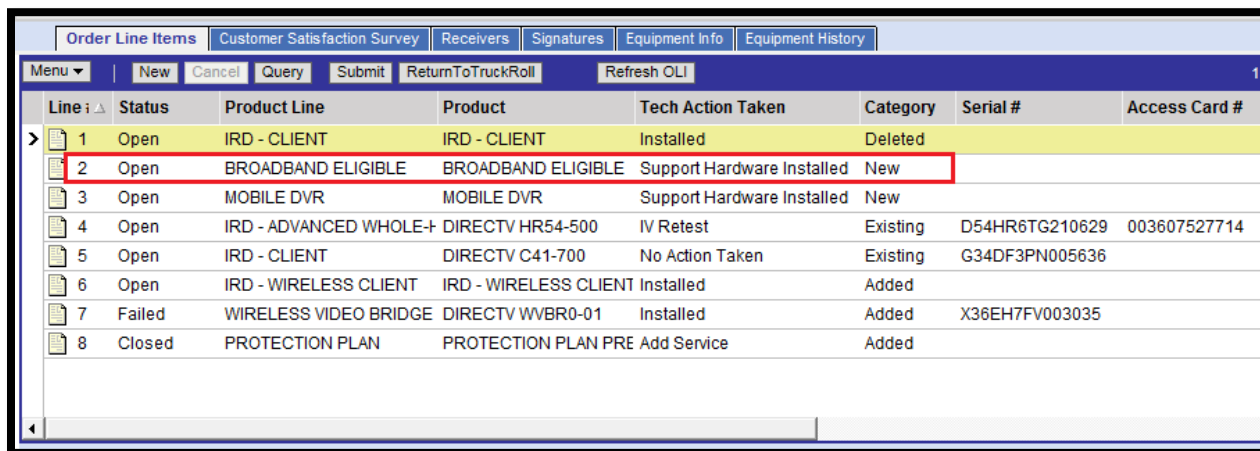


Good Day everyone,

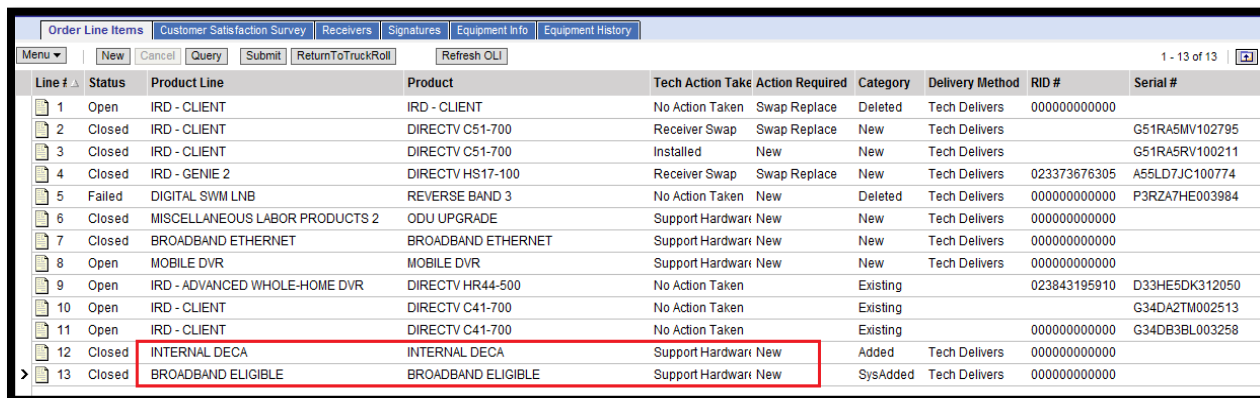
I just wanted to say that I'm seeing a huge improvement when it comes to closing line items or getting a job closed. Kudos to all for doing an excellent job and attending to your chat request.

On the other hand, we still have an area of improvement when it comes to Broadband Eligible (BBE) OLI. This BBE is automatically added by the system and appears under OLI for almost all jobs.



Line #	Status	Product Line	Product	Tech Action Taken	Category	Serial #	Access Card #
1	Open	IRD - CLIENT	IRD - CLIENT	Installed	Deleted		
2	Open	BROADBAND ELIGIBLE	BROADBAND ELIGIBLE	Support Hardware Installed	New		
3	Open	MOBILE DVR	MOBILE DVR	Support Hardware Installed	New		
4	Open	IRD - ADVANCED WHOLE-H	DIRECTV HR54-500	IV Retest	Existing	D54HR6TG210629	003607527714
5	Open	IRD - CLIENT	DIRECTV C41-700	No Action Taken	Existing	G34DF3PN005636	
6	Open	IRD - WIRELESS CLIENT	IRD - WIRELESS CLIENT	Installed	Added		
7	Failed	WIRELESS VIDEO BRIDGE	DIRECTV WVB0-01	Installed	Added	X36EH7FV003035	
8	Closed	PROTECTION PLAN	PROTECTION PLAN PRE	Add Service	Added		

Along with DirecTV services, customers also have the option to sign up for **Internet** services. For a customer internet services to work, they need the **Broadband Eligible** and a **DECA** as seen in the below screen shot. **Notice both lines are closed.**



Line #	Status	Product Line	Product	Tech Action Take	Action Required	Category	Delivery Method	RID #	Serial #
1	Open	IRD - CLIENT	IRD - CLIENT	No Action Taken	Swap Replace	Deleted	Tech Delivers	000000000000	
2	Closed	IRD - CLIENT	DIRECTV C51-700	Receiver Swap	Swap Replace	New	Tech Delivers		G51RA5MV102795
3	Closed	IRD - CLIENT	DIRECTV C51-700	Installed	New	New	Tech Delivers		G51RA5RV100211
4	Closed	IRD - GENIE 2	DIRECTV HS17-100	Receiver Swap	Swap Replace	New	Tech Delivers	023373676305	A55LD7JC100774
5	Failed	DIGITAL SWM LNB	REVERSE BAND 3	No Action Taken	New	Deleted	Tech Delivers	000000000000	P3RZA7HE003984
6	Closed	MISCELLANEOUS LABOR PRODUCTS 2	ODU UPGRADE	Support Hardware	New	New	Tech Delivers	000000000000	
7	Closed	BROADBAND ETHERNET	BROADBAND ETHERNET	Support Hardware	New	New	Tech Delivers	000000000000	
8	Open	MOBILE DVR	MOBILE DVR	Support Hardware	New	New	Tech Delivers	000000000000	
9	Open	IRD - ADVANCED WHOLE-HOME DVR	DIRECTV HR44-500	No Action Taken		Existing		023843195910	D33HE5DK312050
10	Open	IRD - CLIENT	DIRECTV C41-700	No Action Taken		Existing			G34DA2TM002513
11	Open	IRD - CLIENT	DIRECTV C41-700	No Action Taken		Existing		000000000000	G34DB3BL003258
12	Closed	INTERNAL DECA	INTERNAL DECA	Support Hardware	New	Added	Tech Delivers	000000000000	
13	Closed	BROADBAND ELIGIBLE	BROADBAND ELIGIBLE	Support Hardware	New	SysAdded	Tech Delivers	000000000000	

Now, if a customer did not sign up for internet services, either tech or supervisor will advise for you to delete the BBE from the OLI.

If the line for the BBE is still **open**, to delete it, you will enter a **Modify Reason** and you will change **Category** to **Deleted**. (Note in the below screen shot, the category is New so you will click on it and selected Deleted.)

4	Open	MISCELLANEOUS LABOR PRODI	DSWM LNB LABOR	Support Hardware Installed	New	0000
5	Open	POWER INSERTER LNB	POWER INSERTER LNB	Support Hardware Installed	New	0000
6	Open	BROADBAND ELIGIBLE	BROADBAND ELIGIBLE	Support Hardware Installed	New	0000
7	Open	MOBILE DVR	MOBILE DVR	Support Hardware Installed	New	0000

Menu

New

Cancel

Query

Submit

Refresh OLI

Reset OLI

*Line #: 6

Serial #:

Access Card #:

Tech Action Taken: Support Hardware Ins

Line Item Status: Open

No Serial#:

RID REQD:

Failure Reason:

AC Status:

Product: BROADBAND ELIC

RID #: 000000000000

Mac Address:

AC Type:

Delivery Method: Tech Delivers

Integration Status:

Part Status:

Error Message:

Activation Date:

Description:

QTY: 1

Activation Approved: ☒

Deactivation Date:

Activation Source:

Location:

Mirror Flag:

Reactivation Date:

Deactivation Source:

Placement:

Capability:

Action Required: New

Reactivation Source:

Modify Reason:

Compatibility: MRV: programmin

External Activation:

Television Input:

Success Code:

If the line for the BBE is still **closed**, you will need to create a Foss to get it deleted.

I will advise that if you are asked to close a job and you notice that the BBE line is open, before closing the line verify if the customer should be getting internet services. If yes, submit the line, if no, delete the line.

If a rep closes the BBE line without noticing, and proceed to close the job, you will get an error message stating that a Deca needs to be added. We have agents going to OLI and just adding a Deca.

Activities

Menu

Book Appt

Next Set

Get Related Activities

Go To Order

IV Retest

Save Preference

Master Activity

Master Activity Id:

*Status: On Site

Customer Name: HERSH, KAREN

Planned Start: 11/11/2017 10

MTA Activity Type:

Reason Code:

Street Address: 780 LARGER CR

Planned End: 11/11/2017 01

Activity #: 1-2R31R3RN

*Type: Truck Roll

SR Sub-Area: New Install

Duration: 160

Damage Type:

Lock Assignment:

Tech Instructions:

Earliest Start: 11/11/2017 05

On Time Guarantee:

OTG Credit Issued:

OTG Credit Count: 0

Due Date: 11/11/2017 09

Activation Approved: ☒

Initiative Id: CDS

Last Updated: MBKY056108

Customer Early Start: 11/11/2017 08

Comments:

Owner: MBNJ055708

Created By: FSEAIUSER

Customer Due Date: 11/11/2017 12

Actual Start: 11/11/2017 07

Actual End:

Actual Duration:

Activity ETA: 10:20 AM-10:5

ETC:

Siebel

Work order has a closed BROADBAND ELIGIBLE OLI without a deca being installed. Install a suitable deca and then proceed with the activity closure. FSS-TRC 100047

OK

NOTE: WE SHOULD NEVER ADD A LINE ITEM WITHOUT PERMISSION.

If you added this Deca without permission, you are basically giving the customer internet services.

WE DON'T WANT DIRECTV TO SAY THAT WE ARE DOING FRAUD.

