



Pause Service (SOP)

This SOP ensures a smooth and efficient process for pausing DrinkPrime services, offering customers the flexibility to temporarily pause their services while maintaining customer satisfaction and optimizing operations.

Introduction

There are two types of Pausing Services offered to customers:

1. **Paid Pausing Service** (Minimum Recharge)
2. **Unpaid Pausing Service**

Process Flow Overview

1. Paid Pausing Service:

- If a customer (cx) is unavailable for a maximum of **28 days**, they can pause the service by paying a **minimum rental amount of INR 250**.
- The device will remain with the customer during this period.

2. **Unpaid Pausing Service:**

- The maximum duration for pausing is **90 days**.
- The device will be **picked up** from the customer.
- Once the customer resumes, a **new device** will be delivered.

Eligibility and Conditions for Pausing Service

1. Customers must choose between the **Paid** or **Unpaid** pausing options depending on their situation.
2. Paid Pausing Service is for shorter durations (up to 28 days).
3. Unpaid Pausing Service can extend up to **90 days**, and the customer must agree to the device pick-up.

Pausing Service Benefits

1. **Paid Pausing:**

- Ensures continued access to the device with minimal payment.

2. **Unpaid Pausing:**

- Customer receives a new device upon resuming services.
3. Validity and water balance (liters) will be **resumed** when services are unpaused.

Communication and Documentation

1. **Freshdesk Properties:**

- Status: **Open**
- Group: **Issue Resolution**
- Type of Complaint: **Unpaid Pause - IRT**

2. Ticket Process:

- Tickets are created and moved to the **Issue Resolution Team (IRT)**.
- **Paid Pause:** IRT collects the payment. If no response, tickets are transferred to **Retentions**.
- **Unpaid Pause:** IRT schedules the **pickup of the old device**. If no response, tickets are transferred to Retentions.
- If a customer requests uninstallation after or during the pause, a **new ticket** is created and sent to Retentions.

Scenarios:

Scenario 1

- If the customer is leaving their house for **two months (vacating the flat)**:
 - They can opt for the **Unpaid Pause**.
 - The device will be picked up.
 - A new device will be delivered and installed upon resumption.

Scenario 2

- If the customer is leaving their house for **two months (not vacating)**:
 - They can opt for the **Paid Pause**.
 - The device will not be picked up.
 - The customer pays **INR 250** for **28 days of validity**.

Transfer Completion

The pause service is marked as complete once:

1. For **Paid Pause**, the customer pays the minimum amount, and the ticket is closed.

2. For **Unpaid Pause**, the device is successfully picked up, and the new device is delivered upon resumption.