

YOUCAN Process for HSI Tech Installs

Beginning February 1, 2016, YOUCAN will support HSI retention with a \$5 award payout when a field technician adds a tech install to an order they are dispatched on the same day (with customer approval).

This communication outlines a process for CenturyLink technicians requesting YOUCAN credit for tech install work they add to an order they were dispatched on.

There is no change to the technician process for adding items to pending orders and the YOUCAN award is separate from that process. Technicians should follow their business as usual process to contact Service Order Support for pending order corrections or amendments.

1. Contact Service Order Support (Offline/formerly NOHD) to have your order corrected or written.
2. Advise Offline Agent you need to add a tech install to a pending order for today and would like YOUCAN credit.
3. Provide the BTN or BAN, Order Number, and your CUID or SAP ID
4. Advise agent which type of tech install:
 - Network install
 - Standard install
 - Tech lite install
 - Upgrade from tech lite to standard install
5. If you do not want YOUCAN credit because you are working a wholesale order or for any other reason—let the Agent know they should not use the call tracker.

A YOUCAN referral will automatically be created within 10 business days and you will receive a confirmation email. Track all of your referrals at centurylinkyoucan.com.

DO NOT create a referral on the YOUCAN website or by calling YOUCAN. This will result in duplicate referrals and an extended accuracy check cycle.

*Valid only when adding to same day dispatch (pending order correction or amendment)

*No award for orders with a required tech install, for example GPON, Prism, bonded HSI, Winback, repair call with DTI or @ease on account.