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How to set up the Vodafone TV set-top box (/set-up-the-vodafone-tv-set-top-box)

Version 1.0

Billing codes and payments

NOTE: This section is a GUIDE ONLY and does not replace any commercial or standards documents that record formal agreements between Chorus and your service company.

Premise Networking Site Visit claim code

You can claim a Premise Network Site Visit N-750 code for travel to the customer's property to install a Vodafone TV STB. This code can be claimed once per customer.

This can't be claimed if

- the main reason for the visit is complete an NGA Fibre connection (your travel is already covered by the N-5xx code), OR
- you don't have enough Vodafone TV STB units with you to finish the order, so you'll have to go back to finish the installation.

Install Simple CPE claim code

What you can claim

- You can claim one 'Install Simple CPE N-753' code for each Vodafone TV STB you successfully activate and install for that customer, up to the number of units that the order requested to be installed. (e.g. 2 for 2).

What you can't claim

- Any Vodafone TV STB that successfully activated, but at installation and power-on phase is found to be an 'Out of Box' failure, which requires Vodafone to provide the customer with a replacement.

Premise Network Wiring claim code

What you can claim

- If in-home wiring is needed to install a Vodafone TV STB into a different room from the customer's RGW/modem, you can claim a Premise Network Wiring N-752 code for each STB that needs extra wiring, as long as the RSP allows this before you start.

What you can't claim

- If the RSP has not approved extra wiring on the service order, using the 'While You Were Here' (WYWH) flag, OR
- Extra in-home wiring needed to extend to a STB located in the same room as the Vodafone RGW

NOTE: The Vodafone RGW should ideally be placed next to the ONT, as this placement best supports a simple customer experience for future developments, such as:

- changing the ATA voice port that in-home wiring connects to from the RGW to ONT, or from the ONT to the RGW, depending on RSP requirements.
- having the ability to have multiple RGWs (supplied by different RSPs) powering various services from the same ONT – this allows the customer to take advantage of competitive offers.

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Standards

NGA workflow and reporting procedures (ND0590)

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Contains the processes and business rules for NGA provisioning and assure work.



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