



Time Warner Cable National Business Class

Order Entry/Order Management Process

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Introduction

Following execution of the National Account Contract with a Time Warner Cable Business Class Sales Representative, your company's needs shift from sales to operations. The National Sales Operations Team (Operations Team) acts as your company's single interface with all Time Warner Cable (TWC) divisions for order processing, provisioning and billing of high-speed data (HSD) connectivity.

Through the use of our online ordering system, Close Tabs, your company has 24x7 access to pre-qualify, obtain serviceability and place orders for your Teleworker/Branch Office locations. Close Tabs also includes tracking and reporting capabilities allowing you to download customized reports to track all activity.

This document describes how your company interfaces with the Operations Team and Close Tabs. It provides an overview of the complete order process from pre-qualification through billing and technical support.

Contact Information

Please refer to the contacts listed below should you have any questions or need assistance surrounding your orders.

The following table provides the Operations Team contact information.

ORDER ENTRY/ORDER MANAGEMENT CONTACTS		
Name	Position	Contact (phone/e-mail)
Brandie White	Sales Support – Supervisor	703.345.3171 / brandie.white@twcable.com
Ronnie Morrow	National Support – Direct Account Specialist	703.345.2463/ dl-hrn-ntwsales@twcable.com or ronnie.morrow@twcable.com
Clarice Barfield	National Support – Direct Account Specialist	703.345.3505/dl-hrn-ntwsales@twcable.com or clarice.barfield@twcable.com
Christin Davis	National Support – VAR, Provisioning Coordinator	703.345.3464 / dl-hrn-ntwsales@twcable.com or christen.davis@twcable.com
Natasha Thomas	National Support – Direct Accounts Provisioning Coordinator	703.345.1369 / dl-hrn-varsales@twcable.com or natasha.thomas@twcable.com
Melissa Bowles	National Support –VAR, Provisioning Coordinator	703.345.3121/dl-hrn-ntwsales@twcable.com or Melissa.bowles@twcable.com
Janice Lloyd	National Support – Direct/Health Accounts, Provisioning Coordinator	703.345.3141/dl-hrn-ntwsales@twcable.com or Janice.lloyd@twcable.com
David Black	Director - National Sales Support	703.345.2448/david.black@twcable.com
Eric Blitz	National Support – Vice President, Business Operations	703.345.2422/eric.blitz@twcable.com
BILLING CONTACTS		
Name	Position	Contact (phone/e-mail)
Gary Breeden	National Sales-Billing Supervisor	703.345.2632/dl-hrn-ntwbilling@twcable.com or gary.breeden@twcable.com
LaDonna James	National Sales-Billing Specialist	703.345.2409/dl-hrn-ntwbilling@twcable.com or ladonna.james@twcable.com
Nikki Phenev	National Sales-Billing Specialist	703.345.3187/dl-hrn-ntwbilling@twcable.com or marlena.phenev@twcable.com
TuAnh Phan	National Sales – Billing Specialist	703.345-2631/dl-hrn-ntwbilling@twcable.com or Tuanh.phan@twcable.com

The following table provides the Sales Team contact information.

SALES CONTACTS		
Name	Position	Contact (phone/e-mail)
Michael Prendergast	National Sales - VP National Accounts – Commercial Services	703.345.2496 / Michael.prendergast@twcable.com
Thane Storck	Director – Carrier Sales	414.908.4828/thane.storck@twcable.com
Greg Iuzzolino	Director – Alternate Channels	973-933-2448 / Gregory.iuzzolino@twcable.com
Michael Tarrant	National Sales – Director	919-573-7149/Michael.tarrant@twcable.com
Andrew Marshall	Inside Sales Representative	703-345-1340/Andrew.marshall@twcable.com
Greg Torres - West Coast Region	National Sales - National Accounts Manager	760.230.1407 / greg.torres@twcable.com
Suzy Cournoyer – MidWest Region	National Sales - National Accounts Manager	513.605.6792 / suzanne.cournoyer@twcable.com
Frank Condito - North East Region	National Sales - National Accounts Manager	732.205.0010 / frank.condito@twcable.com
TBD	National Sales – National Accounts Manager – Government	
Al Peterson - Carolinas/Florida Region	National Sales – National Accounts Manager	704.378.2619/al.peterson@twcable.com
Reba Miller - TX Region	National Sales – National Accounts Manager	972-830-3882/reba.miller@twcable.com

Order Entry/Order Management Escalation Path

Account Specialist/Coordinator

The Account Specialist/Coordinator assigned to your account is your primary point of contact for matters including training, order entry, order processing and coordination. All communications received by 3pm EST will be responded to on the same business day. All communications received after 3pm EST will be responded to on the following business day by 10:00 am EST.

Sales Support Supervisor

Should the need to escalate an issue arise, your next point of contact is the Sales Support Supervisor (see Contact Information above). All communications received by 3pm EST will be responded to on the same business day. All communications received after 3pm EST will be responded to on the following business day by 10:00 am EST.

National Sales Internal Escalation Path

Customers may escalate orders that have exceeded the established turnaround timeframes and/or send an escalation seeking further information regarding a specific order. Escalations should first be sent to the Account Specialist/Coordinator. The Account Specialist/Coordinator will escalate to the Sales Support Supervisor; however, the customer should also feel free to escalate directly to the Sales Support Supervisor. Below are the 4 levels of internal escalations:

Level 1 Escalation {24 hours}

The customer will first send an inquiry to the Account Specialist/Coordinator. The Account Specialist/Coordinator will set an escalation flag in Close Tabs, and contact the designated Division National Sales Liaison seeking the necessary information. The designated Division National Sales Liaison should respond with the required information within 24 hours. Contact will be made via phone and with a follow up email.

Level 2 Escalation {48 hours}

If no response and/or an inadequate response is received, the Account Specialist/Coordinator will escalate to the National Sales Support Supervisor who will escalate to 2nd Level Escalation contact. The 2nd Level Escalation contact should respond with the required information within 24 hours. Contact will be made via phone and with a follow up email.

Level 3 Escalation {72 hours}

If no response and/or an inadequate response is received the National Sales Support Supervisor will escalate to Director National Sales Support who will escalate as necessary. Contact will be made via phone with a follow up email.

1. Account Set Up

To establish your account with the Operations Team, your company will need to appoint an administrator(s) who will act as the main point of contact interfacing with the Operations Team and Close Tabs. Your administrator(s) will be responsible for maintaining the order process to include performing pre-qualification, serviceability, order entry, reporting disconnects and acting as the main point of contact with the Operations Team to resolve any order entry/order management issues.

A member of the Operations Team will hold an initial call with your administrator(s) to confirm your company's needs, discuss any special installations procedures, obtain billing and additional contact information and to answer any questions surrounding this process. At this time you will be introduced to the Account Specialist/Coordinator assigned to your account.

Your Account Specialist/Coordinator will be responsible for acting as the interface between your company and the local TWC divisions regarding all facets of the order entry/order management process to include training, order entry, order processing and coordination.

Following the collection of required information, your account will be created in our systems. Account set up includes entering the contracted products and associated rates, establishing subgroups (if necessary), entering any special installation instructions and creating a secure account for your administrator(s) within the Close Tabs system.

1.1 Close Tabs Training

Upon completion of initial account set up, your administrator(s) will be provided a Close Tabs training manual and corresponding Web Ex training session. Training will include an in-depth review of the Close Tabs system to include pre-qualification, order entry and tracking. The Operations Team will also review the administrative functions such as the ability to read and download customized reports and to add and modify additional administrator accounts.

Training will be coordinated during the initial call with the Operations Team and will be provided by the Account Specialist/Coordinator assigned to your account. Prior to the training, your administrator(s) will be provided with the URL, login name and password.

2. Getting Started

Your administrator(s) can begin ordering Time Warner Cable Business Services via Close Tabs upon completion of training. There are three steps to the order process: (1) pre-qualification, (2) serviceability confirmation, and (3) order submission.

2.1 Pre-Qualification

It is necessary to first determine whether or not your Teleworker/Branch Office location is located within the TWC service area. This task is completed by entering the Teleworker's/Branch Office's zip code into the *Search/Zip Code Check* area of Close Tabs. A single zip code or a comma-delimited file including multiple zip codes can be uploaded and compared against TWC's serviceable zip codes housed in Close Tabs.

Results are returned immediately in one of two forms: (1) Green -- indicating the location is within the TWC service area, and (2) Red-- meaning that the location is not within the TWC service area.

A positive result is not a guarantee that an address is serviceable by TWC. The pre-qualification simply indicates whether or not TWC provides service in the specified zip code. Keep in mind that approximately 97% of the time, a residential location displaying a positive result will be serviceable by TWC. However, commercial locations often require a site visit to determine actual serviceability (see section 2.3).

Once a positive pre-qualification result is received the next step is to determine actual serviceability (see section 2.2).

2.2 Serviceability

Serviceability involves the determination of whether or not the Teleworker/Branch Office location is actually serviceable by TWC. This is accomplished by entering the location data (i.e., name, address, phone number, desired product) into the *New Client* form housed within Close Tabs. Once the required data has been entered, two options for submitting this information are available: (1) Submit Serviceability Check (see 2.2.1) or (2) Submit Order if Serviceable (see 2.2.2). After choosing an option, the record is routed to the corresponding local TWC Division for confirmation.

Within three (3) business days, a local TWC representative will verify whether or not the Teleworker/Branch Office location is serviceable by updating the status of the Service Check event in the Installation tab of the client record. *Refer to Appendix A: Event Status Indicators*

for a list of *Serviceability Status indicators*. Your administrator(s) is kept apprised of the status by receipt of an automatic email notification indicating the client record has been updated.

2.2.1 Submit Serviceability Check

This option allows your administrator(s) to determine serviceability without submitting an order for service. If selected, the record will be submitted to the corresponding local TWC Division and the serviceability result returned. Once a positive serviceability result is received your administrator(s) will need to return to the record to submit an order for service.

2.2.2 Submit Order If Serviceable

When the "Submit Order If Serviceable" option is selected the record automatically becomes an order for service upon confirmation of a positive serviceability result and will automatically move into the installation phase (see section 3). In this scenario, there is no need to return to the record to submit an order for service.

2.3 Site Surveys

In some cases the TWC Division will need to visit the location to determine serviceability. Should a site survey need to be performed a Conduct Site Survey event will be added to the Installation tab of the client record. Your administrator(s) will receive an automatic email notification indicating the client record has been updated and should then inform the Teleworker/Branch Office location of the pending site visit. Physical site surveys are not scheduled and therefore occur on any given date.

The results of the site survey will be returned within approximately ten (10) business days. Upon confirmation of serviceability, the TWC Division will update the status of the Service Check event to reflect the serviceability status. Your administrator(s) will receive an automatic email notification indicating the client record has been updated.

2.3.1 Serviceable with Construction

After performing a site survey, it may be determined that the site is serviceable with construction. In this scenario, the status of the Service Check event of the client record is updated to reflect "Serviceable with Construction". Your administrator(s) will receive an automatic email notification indicating the client record has been updated.

Cost estimates will be populated to the Construction Cost Estimate field. Any amounts not covered by the local TWC Division will be reflected as a Remaining Amount. The Remaining Amount must be funded before the local TWC Division will move forward with the build out to this location. If the local TWC Division will cover the entire cost to construct proper authorizations to proceed with the required construction will be obtained from your company.

Additional information regarding the required construction may be located in the Communications tab of the client record.

Should your company choose to move forward with the construction your administrator(s) must notify **dl-hrn-ntwsales@twcable.com**. The Account Specialist/Coordinator assigned to your account will work with your administrator(s) and the local TWC Division to coordinate the construction and any necessary payments.

Your administrator(s) should cancel the order if your company chooses not to complete the construction (see section 3.2.3).

2.4 Right of Entry/Easements Agreements

In some cases, a Right of Entry (ROE)/Easement Agreement may be required in order for TWC to bring service to a location. In this event, the local TWC Division will attempt to work with the building owner to obtain such agreements; however, in some cases additional assistance from your company may be required. Keep in mind if this type of agreement is required, activity will not take place until such agreement has been executed and received by the local TWC Division.

3. Ordering

Once a positive serviceability result is returned, either the record automatically becomes an order for service (2.2.2 "Submit Order if Serviceable") or can be submitted as an order (2.2.1 "Submit Serviceability Check"). The TWC Division will attempt to schedule the installation within three (3) business days from date of submission or 3 business days after serviceability has been returned.

Close Tabs provides two options for coordinating installation dates with your Teleworker/Branch Office locations: (1) TWC will contact your Teleworker/Branch Office locations directly to schedule the installation (see section 3.1.1), or (2) your administrator(s) can coordinate the date with the Teleworker/Branch Office locations (see section 3.1.2).

3.1 Installation Coordination

3.1.1 ***Installation Coordination by the Local Time Warner Cable Division ("Contact End User")***

Upon receipt of an order, the local TWC Division will contact the Teleworker/Branch Office location directly to coordinate the install date and time if the "Contact End User" option is selected.

Once the install date has been determined, the TWC Division will populate the install date and time into the Service Installation event Proposed Date/Time fields of the client record. The status of the Service Installation event will be updated to reflect the current status, in this scenario, Scheduled. *Refer to Appendix A: Event Status Indicators for a complete list of Install Status indicators.* An automatic email notification is sent to your administrator(s) indicating the client record has been updated.

3.1.2 ***Installation Coordination by National Account Administrator(s) ("Preferred Install Date")***

Your company may choose to take complete control over installation coordination with the Teleworker/Branch Office location. This requires additional work from your administrator(s). This additional work includes contacting the Teleworker/Branch Office location to choose a Preferred Install Date and Time, confirming the install date with the Teleworker/Branch Office location once set by the TWC Division and rescheduling through the Operations Team if the scheduled date is inconvenient.

When using this option your administrator(s) will enter the Teleworker's/Branch Office location's preferred install date and time into the respective fields of the order. The system will not allow any date that is less than ten (10) business days from submission of the order. When using a preferred install date your administrator(s) must also choose a preferred install time (Morning or Afternoon). The Morning time frame is from 8am -12pm and the Afternoon time frame is between 12pm and 6pm.

If the order contains a Preferred Install Date, the TWC Division will cross-reference their system to ensure the Preferred Install Date is available. If the Preferred Install Date is available, the TWC Division will confirm this by populating the install date and time into the Service Installation event Proposed Date/Time fields of the client record. The status of the Service Installation event will be updated to reflect the current status, in this scenario, Scheduled. *Refer to Appendix A: Event Status Indicators for a complete list of Install Status indicators.* An automatic email notification is sent to your administrator(s) indicating the record has been updated. Your administrator(s) should now confirm the install date and time with the Teleworker/Branch Office location. If this date is inconvenient for the Teleworker/Branch Office location your administrator(s) will need to reschedule with the Operations Team (see section 3.2.1).

If the Preferred Install Date is not available, the TWC Division will select the next available date (after the preferred date). This date will be populated the install date and time into the Service Installation event Proposed Date/Time fields of the client record. The status of the Service Installation event will be updated to reflect the current status, in this scenario, Scheduled. An automatic email notification is sent to your administrator(s) indicating the record has been updated. It is the responsibility of your administrator(s) to confirm the install date with the Teleworker/Branch Office location and to reschedule the install via the Operations Team, if necessary (see section 3.2.1).

Note

If the TWC Division receives an order for a Teleworker/Branch Office location with existing TWC Business service a second modem will be installed at the location. The Teleworker/Branch Office location will receive a bill for any existing TWC Business service and your company will receive a bill for the additional service.

3.2 Making Changes

3.2.1 Rescheduling

The Close Tabs system does not allow your administrator(s) to reschedule installations directly through the system. If it is necessary to reschedule an install for any Teleworker/Branch Office location, an email notification should be sent to **dl-hrn-**

ntwsales@twcable.com 48 hours prior to the scheduled install date. The email should include the Teleworker/Branch Office name, Close Tabs ID, address, and any new Preferred Install Date and Time.

The Account Specialist/Coordinator assigned to your account will work with the local TWC Division to reschedule the installation. Within three (3) business days from receipt of notification the new install date and time will be populated into the respective fields of the order. Once the new install date has been determined an automatic email notification is sent to your administrator(s) indicating the record has been updated. If using Preferred Install Dates, it is the responsibility of your administrator(s) to confirm the new install date with the Teleworker/Branch Office location and to reschedule the install via the Operations Team, if necessary.

3.2.2 Service Upgrade/Downgrade

The Close Tabs system does not allow your administrator(s) to process service upgrades/downgrades. If it is necessary to add or modify products you must send an email notification to **dl-hrn-ntwsales@twcable.com** including the Teleworker/Branch Office name, Close Tabs ID, address, current product, requested new product and requested effective date of change. The Account Specialist/Coordinator will coordinate the change with the local TWC Division ensuring Close Tabs is updated appropriately.

3.2.3 Canceling an Order

The Close Tabs system does not allow your administrator(s) to process order cancellations directly through the system. If it is necessary to cancel an order your administrator(s) must send an email notification to **dl-hrn-ntwsales@twcable.com** 48 hours prior to the Scheduled Install Date. The email should include the Teleworker/Branch Office name, Close Tabs ID and address. The Account Specialist/Coordinator assigned to your account will ensure the order is cancelled immediately and update Close Tabs appropriately.

3.3 Discontinuing Service

3.3.1 Disconnects

The Close Tabs system does not allow your administrator(s) to process disconnect requests directly through the system. If it is necessary to disconnect service for any Teleworker/Branch Office location, an email notification should be sent to **dl-hrn-ntwsales@twcable.com**

including the Teleworker/Branch Office name, Close Tabs ID, address, and requested disconnect date.

The Account Specialist/Coordinator assigned to your account will work with the local TWC Division to ensure the disconnect request is processed. The Teleworker/Branch Office location will be contacted directly by the TWC Division to schedule pick up/delivery of any TWC equipment. Upon disconnect of services, the Teleworker/Branch Office client record in Close Tabs will be updated with a Service Disconnect event and the Actual Date of the disconnect will be added to the corresponding fields in the client record. Billing will cease to your company on such date for the specific Teleworker/Branch Office location.

 Note

All disconnects must be coordinated with your administrator(s) and the Operations Team. Your company will continue to be charged for services until a disconnect notice is received and processed by the Operations Team.

4. Installation

A TWC technician will arrive onsite to perform the installation on the Proposed Install Date listed in Close Tabs. The install will occur according to the install instructions provided by your company.

A normal Business Class installation consists of the technician installing a cable outlet in the necessary location, connecting the cable modem/router to the cable outlet, and ensuring the cable modem/router is receiving a signal. The TWC technician will not connect the cable modem/router or install any software on the customer equipment. The technician will leave approximately four feet of Ethernet cabling for the Teleworker/Branch Office location to connect the cable modem/router to the customer equipment.

Upon completion of the installation, the Service Installation event of the client record is updated to reflect the Actual Date and the "Status" is changed to Completed. This normally occurs within three to five (3-5) business days after completion of the installation. An automatic email notification is sent to your administrator(s) indicating the record has been updated.

5. Billing

Billing to your corporate office, or other designated address, will begin on the Actual date of the Service Installation event within the client record. The monthly consolidated invoice will list all Teleworker/Branch Office locations, including name, address, city, state and zip, product information, one-time installation charge (if any), and monthly recurring fees (prorated and one month in advance). The invoice will be sent via USPS to your corporate office for payment and can also be sent electronically, if requested.

✍ Note

If tracking your Teleworker/Branch Office locations by a human resource identifier or other unique identifier, insert the unique identifier into the "NA Enduser ID" field and/or the "Business Name" field of the order and this information will be populated to the billing detail. This action must be completed prior to the completion of the Service Installation event.

5.1 Payments

Payment is due upon receipt and should be sent to the Lockbox address located on the invoice. The invoice should be paid in full minus any disputed amounts.

5.2 Disputes

Any disputed amounts should be documented and submitted via email to **dl-hrn-ntwbilling@twcable.com**. The National Sales Billing Team will review the dispute and make adjustments as/if necessary. Adjustments will appear on the next month's statement.

6. Technical Support

24 x7 technical support is provided to your Teleworker/Branch Office locations by TWC's Commercial Support Center (CSC). The CSC will provide technical support either directly to your Teleworker/Branch Office locations, or indirectly through your company's help desk. For further detail, refer to the National Account Technical Support Process documentation. This documentation will be provided to your administrator(s) during the initial conference call with the Operations Team. However, copies can be obtained by submitting a request to **dl-hrn-ntwsales@twcable.com**.

Note

Registration: To become a Registered Helpdesk with the CSC, a National Customer must first complete the National Customer Help Desk Contact Information form. This document will be provided to your administrator during the initial conference call with the Operations Team and must be returned to TWC at the following email address: **dl-hrn-ntwsales@twcable.com**.

Appendix A: Event Status Indicators

Installation Event	Event Status	Description	Next Action	Corresponding Client Status		Corresponding Serviceably Status
				Service Ordered	Order Not Yet Submitted	
Serviceability Check	Awaiting Submission	Serviceability Check has not been submitted to the local division	Customer -- Customer must submit for serviceability and/or order	Awaiting Submission	Awaiting Submission	No Status
	In progress	Initially set upon submission of serviceability check	Division must perform serviceability check and update system with serviceability status	Checking Serviceability	Checking Serviceability	Awaiting Serviceability
	Serviceable	Location is Serviceable	Customer/Division -- If order has not yet been submitted, customer should submit order. If order has been submitted, Division should move on to Scheduling the install	Installation Pending	Awaiting Submission	Serviceable
	Serviceable with Construction	Location can be serviced with construction. Refer to Construction Events	Division/Road Runner/Customer -- Division must determine cost estimates and contributions. TWC National and/or Customer may need to determine cost contributions.	Installation Pending	Awaiting Submission	Serviceable with Construction
	NonServiceable	Location is not serviceable	Process Terminates	No Sale	Awaiting Submission	Non Serviceable
	Cancelled	Customer requests to cancel serviceability	Process Terminates	No Sale	No Sale	No Status
Conduct Site Survey	In Progress	Initially set when it is determined that Site Survey is required in order to determine serviceability	Division -- Division must complete Site Survey	Checking Serviceability	Checking Serviceability	Awaiting Serviceability
	Completed	Site Survey results have been returned	Division -- Division must update Serviceability Event	Dependent on the Serviceability Status	Dependent on the Serviceability Status	Dependent upon Serviceability Check Event Status
	Cancelled	Site Survey is cancelled.	Customer/Division -- Either the customer has requested cancellation of the order; or Division has cancelled the Site Survey and returned the record for further information	Dependent on the Serviceability Status	Dependent on the Serviceability Status	Dependent upon Serviceability Check Event Status

Installation Event	Event Status	Description	Next Action	Corresponding Client Status		Corresponding Serviceably Status
				Service Ordered	Order Not Yet Submitted	
Service Installation	Awaiting Submission	Record has not been submitted to the local division as an order	Customer - must submit order		Dependent upon Serviceability Check Event Status	Dependent upon Serviceability Check Event Status
	Awaiting Serviceability	Record has been submitted as an order, however, serviceability must be updated before install event can be scheduled.	Division - complete serviceability check	Checking Serviceability		Awaiting Serviceability
	In Progress	Initial status set once order is submitted to the local division.	Division -- must schedule installation	Installation Pending		Serviceable
	Approved	Installation has been scheduled. See Proposed Date and Time fields for scheduled install date.	Division - Complete installation on scheduled date.	Scheduled		Serviceable
	Reschedule End User	Set when division cannot meet the Proposed Install Date.	Division - Division must create a new Service Installation event and populate new Proposed Date and select approved.	Install Pending		Serviceable
	Complete	Installation has been completed	Billing begins on Actual Date	Active		Serviceable
	Unable to Complete	Installation was unable to complete due to some reason. Comments should be placed in notes section detailing why the installation was not completed.	Division - Reschedule installation if necessary. Customer may need to take further action as well.	Installation Pending		Serviceable
	Cancelled	Sent when the Installation has been cancelled	Process Terminates	No Sale	Dependent upon Serviceability Check Event Status	Dependent upon Serviceability Check Event Status
Convert Billing	Awaiting Submission	Record has not been submitted to the local division as a conversion order	Customer - must submit conversion order		Dependent upon Serviceability Check Event Status	Dependent upon Serviceability Check Event Status

Installation Event	Event Status	Description	Next Action	Corresponding Client Status		Corresponding Serviceably Status
				Service Ordered	Order Not Yet Submitted	
	Awaiting Serviceability	Record has been submitted as a conversion order, however, serviceability must be updated before install event can be scheduled.	Division - complete serviceability check	Checking Serviceability		Awaiting Serviceability
	In Progress	Initial status set once conversion order is submitted to the local division.	Division -- must schedule conversion	Installation Pending		Serviceable
	Complete	Division has completed conversion.	Billing begins on Actual Date	Active		Serviceable
	Cancelled	Conversion order has been cancelled.	Process Terminates	No Sale	Dependent upon Serviceability Check Event Status	Dependent upon Serviceability Check Event Status
Service Disconnection	In Progress	Disconnect has been scheduled.	Division - must disconnect service and coordinate pick up/delivery of equipment by proposed date.	Active		Serviceable
	Completed	Disconnect has occurred	Billing stops on Actual Date	Disconnected		Serviceable
	Cancelled	Disconnect was cancelled.	Division - cancel disconnection	Active		Serviceable
Suspend Service	In Progress	Suspension has been scheduled	Division - must suspend service	Active		Serviceable
	Completed	Suspension has occurred	Billing stops on Actual Date	Disconnected		Serviceable
	Cancelled	Suspension was cancelled	Division - cancel suspension	Active		Serviceable
Construction Cost Estimate	In Progress	Set when Cost Estimate Event is initially created	Division -- Determine cost estimate and enter cost contribution	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Completed	Set when Division enters cost estimate	Division -- must enter Division Contribution amounts.	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Cancelled	Set when Division determines cost estimate event is incorrect.	Division -- enter a new cost estimate and/or communicate other needs. Customer -- if Remaining Amount is reflected, customer must determine if costs will be covered.	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
Construction Cost Contribution -	In Progress	Set when Cost Contribution Division is initially created.	Division - Determine cost contribution	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status

Installation Event	Event Status	Description	Next Action	Corresponding Client Status		Corresponding Serviceably Status
				Service Ordered	Order Not Yet Submitted	
Division	Approved	Set when Division approves cost contribution	Division - enter cost contribution	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Denied	Location does not meet ROI model and division will not contribute towards construction estimate.	Customer/Road Runner - Must provide funding or cancel order.	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
Construction Cost Contribution - Roadrunner	In Progress	Set when Cost Contribution Road Runner is initially created.	Road Runner - Determine cost contribution	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Approved	Set when Road Runner approves cost contribution	Road Runner - enter cost contribution	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Denied	Location does not meet ROI model and Road Runner will not contribute towards construction	Customer/Division- Must provide funding or cancel order.	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
Construction Cost Contribution - Customer	In Progress	Set when Cost Contribution Customer is initially created.	Customer - Determine cost contribution	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Approved	Customer has entered a cost contribution and approved.	Customer - provide cost contribution approvals in writing to Road Runner for entry	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Denied	Customer is not willing to contribute towards construction	Division/Road Runner - Must provide funding or cancel order.	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
Obtain Right of Entry	In Progress	Right of Entry Agreement has been submitted to Building Owner	Customer/Division -- necessary party should work with building owner. This process should be handled by the division unless otherwise specified	Install Pending		Serviceable with Construction
	Approved	Right of Entry Agreement has been approved by building owner	Division - begin construction	Install Pending		Serviceable with Construction
	Denied	Right of Entry Agreement not approved by building owner	Customer/Division - work with Building Owner to come to agreement or cancel order	No Sale		Serviceable with Construction
	Cancelled	Event is cancelled. Notes should be entered detailing why event was		Install Pending		Serviceable with Construction

Installation Event	Event Status	Description	Next Action	Corresponding Client Status		Corresponding Serviceably Status
				Service Ordered	Order Not Yet Submitted	
		cancelled.				
Site Construction	In Progress	Construction is underway.	Division -- Complete construction	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Complete	Construction has been completed.	Division/Customer. -- Install must be scheduled. Division must update	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Unable to Complete	Division is unable to complete construction.	Division -- Division should enter notes explaining why the construction was unable to complete and provide next steps.	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Cancelled	Construction has been cancelled. Can only be cancelled by Division or National Sales???	Process terminates	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
Return For Further Information - Customer	In Progress	Set when additional information is required in order to proceed with request. Communication pertaining to the type of information needed must be entered and sent to customer.	Customer - Communication must be entered and sent to proper party containing requested information.	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Complete	Set when requested information is received.	If all information is received responsible party should proceed with next event.	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Cancelled	Set when event is cancelled	Dependent on next event	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
Return For Further Information - Road Runner	In Progress	Set when additional information is required in order to proceed with request. Communication pertaining to the type of information needed must be entered and sent to Road Runner.	Road Runner - Communication must be entered and sent to proper party containing requested information.	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Complete	Set when requested information is received.	If all information is received responsible party should proceed with next event.	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status

Installation Event	Event Status	Description	Next Action	Corresponding Client Status		Corresponding Serviceably Status
				Service Ordered	Order Not Yet Submitted	
	Cancelled	Set when event is cancelled	Depends on next event	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
Return For Further Information - Division	In Progress	Set when additional information is required in order to proceed with request. Communication pertaining to the type of information needed must be entered and sent to division.	Division - Communication must be entered and sent to proper party containing requested information.	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Complete	Set when requested information is received.	If all information is received responsible party should proceed with next event.	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status
	Cancelled	Set when event is cancelled	Depends on next event	Event does not drive Overall status	Event does not drive Overall status	Event does not drive Overall status