Vendor Meet Policies and Procedures

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Introduction

This document explains Ziply Fiber's policy and procedures for Vendor Meet requests. It also provides a VFO sample trouble ticket for requesting a Vendor Meet. The same information may be provided in an electronic bonded ticket sent directly to Ziply Fiber.

Definition

A Vendor Meet is defined as a meeting scheduled between a Ziply Fiber technician and a Carrier's technician at the End User location / demarcation point or the Ziply Fiber Central Office demarcation point / Collocation Cage.

Policy

The Carrier must initiate a dispatch at least seven (7) business days prior to the scheduling of a vendor meet request. Only after a dispatch has been made and the trouble is still unresolved will Ziply Fiber honor a request to schedule a Vendor Meet.

Reason for Vendor Meet Requests

A Vendor Meet is requested when Ziply Fiber does not find a trouble on an initial dispatch and the Carrier believes the trouble to be in Ziply Fiber's facilities.

A Vendor Meet is then scheduled via a trouble ticket submitted by the Carrier to quickly isolate and resolve the problem or to prove no trouble exists in the Ziply Fiber network.

Prerequisites

Ziply Fiber will **not accept** a request for a Vendor Meet as a trouble request for a first report. The initial report must be in a Closed or Cleared state. When the ticket is in a Cleared state (Designed Circuits ONLY) with Awaiting Customer Verification status, a Vendor Meet can be requested while denying that the ticket is resolved.

The preferred means for submitting a trouble ticket for a Vendor Meet Request is VFO or electronic bonding.

Vendor Meets Timelines for Scheduling

The following timelines shall be adhered to when requests are made to schedule a vendor meet:

1. Carrier shall provide Ziply Fiber with at least a 24 hours notice prior to the meet time. In essence, the date and time of the meet cannot be less than 24 hours of the reported date and time.
2. Vendor meets cannot be scheduled on weekends or major or minor holidays.
3. Allocated time for vendor meets based on service:
   a. **HICAP – 9:00 AM or 1PM only**

Dispatched

The Ziply Fiber technician shall adhere to the following procedures when arriving at the point of demarcation:

Technicians Roles and Responsibilities

1. Wait for 10 minutes when arriving on site at the appointed time and the Trading Partner's technician is not there.
2. After 10 minutes, the Trading Partner's technician has still not arrived; the field technician shall contact the maintenance operations center to advise of the condition.
3. The Ziply Fiber technician shall attempt to obtain a status from the Carrier. If the Carrier indicates that their technician will arrive within the next ten minutes, then the Ziply Fiber field technician waits. **The total wait time shall not exceed twenty minutes.**
4. If the allowable timeframe is exceeded, then the Ziply Fiber technician shall close the Vendor Meet ticket. Billing charges will apply.

NOTE: Future Vendor Meets shall be renegotiated. The Carrier shall submit another ticket through VFO or electronic bonding according to the methods and procedures set forth in this document.

Vendor Meet Requests on Closed Tickets

1. Create a Trouble ticket by hovering the **Ticket Tab** and selecting **Create Trouble Report**.

*NOTE: You can also use the **Create As** function to copy the closed ticket's information. However, remember to change the Trouble Type and description.*

2. Use the following table to initiate the trouble ticket:

Vendor Meet Request is for:	TRFD Field:	Account Name:	Service ID:
Circuit (Designed or Non-Designed)	1 - Services with Premises Address	Company CCNA	Circuit ID
Circuit (Central Office Work)	2 - Services without Premises Address	Company CCNA	Circuit ID
Resale, UNE Platform, Wholesale Advantage	3 - Resold Pots	Company CCNA	Ten Digit Telephone Number

NOTE: The example provided is for illustrative purposes only.

3. Complete the ticket based on the Trouble Report Format Designation (TRFD) selected.
   a. **Trouble Type –** Select *Manuelintervention required* from the TRFD menu (For TRFD-3, select 'Other')
   b. **Status Window** – Enter the frequency of updates you want on this ticket or "0" fill these fields.
   c. **Additional Trouble Info –** Enter "Vendor Meet Request," previous trouble ticket number, and date of the previous dispatch.

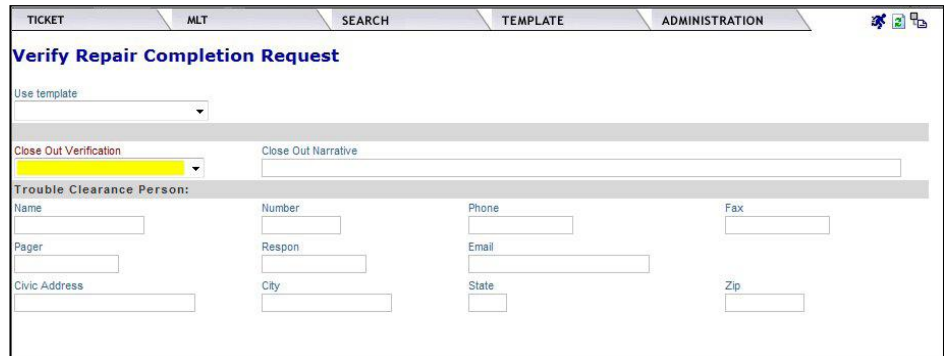   d. Enter **Manager Contact Person:** Name & Phone Number.

NOTE: Please put a direct number to be reached in the Manager Contact Person Phone Number field. This is the number Ziply Fiber will call with questions on the Vendor Meet.

   e. Click the **Loc & Access Info** tab and complete all required fields for access.
4. Click the **Submit** (running person) icon.
   a. The ticket flows downstream to the CCSC.
5. Call the CCSC at 888-488-0072 to schedule the Vendor Meet
6. The ticket will receive updated statuses once the meeting is scheduled and again after the issue has been resolved.

Vendor Meet Requests on Cleared Tickets (Design Circuits Only)

When a Carrier responds to a Design Circuit ticket in a Cleared state with any "Denied" response, during the **Verify Repair Complete** process, they can also request a vendor meet at the same time. This is done by populating the *Close Out Narrative* field with "Vendor Meet Requested," along with entering the Trouble Clearance Person's name and phone, and calling the CCSC at 888-488-0072 to schedule the vendor meet. **This response only alerts Ziply Fiber of your intention for a vendor meet, you must call to schedule.**

1. From the Work List, click the radio button that corresponds to the Cleared Trouble Report Request with status "Awaiting Customer Verification."
2. Execute the **Ticket > Verify Repair Completion** menu command. This opens the Verify Repair Completion Request page screen shown below:

3. Select Denied in the *Close Out Verification* field.
4. Enter "Vendor Meet Requested" in the *Close Out Narrative* field.
5. Enter Name and Phone in Trouble Clearance Person.
6. Click **Submit** icon (Running Person).
7. Call CCSC 888-488-0072 to schedule the vendor meet.

NOTE: The AVC returned from Ziply Fiber will change the ticket's state to Open/Active with status Screening on the AVC and the ticket will remain open.

Change Log

Date	Page	Change