

## COVID19 Modified Technician Install Process (All Markets)

Overview	
<b>Target Audience</b>	All Consumer & Small Business Voice and HSI Field Technicians
<b>Impact/Benefit to the Regions</b>	<p>No Entry installation process for Voice and HSI services.</p> <p><i>The decision on whether to enter or not enter a customer premises resides with the technician based on their own assessment.</i></p>
<b>Reason for Change</b>	Initial version

### Related Documents

Document Name	Document Link
<b>COVID-19 Customer Website</b>	<a href="https://news.centurylink.com/covid-19">https://news.centurylink.com/covid-19</a>
<b>Technician Contact Guide</b>	<a href="http://library.corp.intranet/sites/default/files/article/4707/FP-JA-2019-02-002.pdf">http://library.corp.intranet/sites/default/files/article/4707/FP-JA-2019-02-002.pdf</a>
<b>Modem Install Guide</b>	<a href="https://www.centurylink.com/asset/home/help/downloads/internet/2020_setup%20modem.pdf">https://www.centurylink.com/asset/home/help/downloads/internet/2020_setup%20modem.pdf</a>
Visit the library to view all documents: <a href="http://library.corp.intranet/">http://library.corp.intranet/</a>	

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**Process Center of Excellence – Field Technicians** FP-JA-2020-XX-XXX Issue 1 Date: 04/09/2020**Installation**

The following is the recommended process for techs to follow to provide service to customers without entering the home. The primary goal is to have a permanent solution. If that isn't possible, to provide a semi-permanent solution.

There are 4 modified install options to use to provide service:

1. Utilize existing wire
2. Tech will drill a hole from outside in, with assistance from customer
3. Customer will drill their own hole (before/after) install
4. Install service in an attached garage

If one of the 4 modified options cannot be used to provide service, then reschedule the service request using the No Access process.

**Single Family Unit**

1. Tech will work with the customer to identify a usable wire from the side of the house to a jack inside
  - If a useable wire is found, the tech will:
    - Provide the gateway with the Modem Setup Guide on the customer doorstep
    - Call the customer and walk them through gateway installation/setup
  - If a useable wire cannot be found, the tech will:
2. Offer to drill a hole from outside in, with assistance from the customer (if comfortable)
  - i. Look for an existing external access point before you drill
  - ii. Drill hole and provide terminated wire to customer
    1. Internal ONT
      - a. Turn up ONT at side of house
      - b. Disconnect the fiber from the side of house and, using a fiber long enough to reach from inside of house to fiber drop, pass fiber and connected ONT to the customer
      - c. Customer will feed fiber back from inside through drilled hole
    2. Copper
      - a. Connect base-board jack to the IW with enough slack to reach from drilled hole location to NID
      - b. Pass IW and connected jack to customer
      - c. Customer will feed IW from inside through drilled hole
  - iii. Provide the gateway with the Modem Setup Guide on the customer doorstep
  - iv. Call the customer and walk them through gateway installation
3. The customer can drill their own hole (before/after)
  - i. Provide the gateway with the Modem Setup Guide on the customer doorstep
  - ii. Leave a coil of IW with a terminated base-board jack for the customer to install later, connected at NID/Colocation
4. Install service in an attached garage
  - i. Install the gateway (and internal ONT, if Fiber)
  - ii. Confirm customer can surf
  - iii. Provide extenders on customer doorstep to install, if Wi-Fi signal is not adequate

If one of the 4 modified options cannot be used to provide service, then reschedule the service request using the No Access process.

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**Process Center of Excellence – Field Technicians** FP-JA-2020-XX-XXX Issue 1 Date: 04/09/2020**Multiple Dwelling Unit**

The following is the recommended process for techs to follow to provide service to customers without entering the unit.

- Tech will get service to the furthest equipment room/closet outside the unit
- Tech will work with the customer to identify a usable wire to a jack inside
- If a useable wire is found:
  - Provide the gateway with the Modem Setup Guide on the customer doorstep
  - Call the customer and walk them through gateway installation
- If a useable wire is not available
  - Reschedule service

**Repair****Single Family Unit**

The following is the recommended process for techs to follow to restore service to customers without entering the home

1. Outside Plant Issue
  - a. Troubleshoot BAU
2. Trouble appears to be inside ONT
  - a. Turn up new ONT
  - b. Provide ONT to customer on doorstep
  - c. Walk customer through swap
3. Trouble appears to be inside wire issue
  - a. Follow unusable wire process from install procedure
4. Trouble appears to be the gateway
  - a. Walk customer through a factory reset
  - b. If not resolved, provide new gateway with the Modem Setup Guide on doorstep
  - c. Call the customer and walk them through gateway installation

**Multiple Dwelling Unit**

The following is the recommended process for techs to follow to restore service to customers without entering the unit.

- Outside Plant Issue
  - Troubleshoot to the furthest equipment room/ closet outside the unit
- Trouble appears to be inside ONT
  - Turn up new ONT
  - Provide ONT to customer on doorstep
  - Walk customer through swap
- Trouble appears to inside wire issue
  - Reschedule
- Trouble appears to be the gateway
  - Walk customer through a factory reset
  - If not resolved, provide new gateway with the Modem Setup Guide on doorstep
  - Call the customer and walk them through gateway installation

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**Additional Information**

If you need assistance translating to a foreign language while working with a customer, follow the Customer Contact Guide:

<http://library.corp.intranet/sites/default/files/article/4707/FP-JA-2019-02-002.pdf>

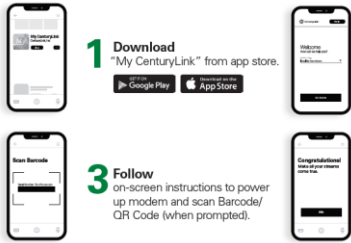
<b>Foreign Language Translations</b>	Language translators for up to 247 different languages when technicians in the field encounter a language barrier during a customer interaction.	866-583-1529 Central Region- code 5990 West Region – code 4028 East Region- code 6001
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**Modem Setup Guide**


## The Internet is waiting.

Let's go!

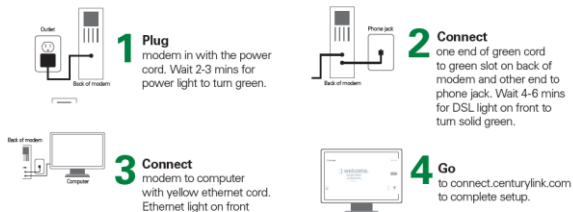
### Mobile Device Instructions



- 1 Download**  
"My CenturyLink" from app store.  

- 2 Launch**  
app and select "Install My New Modem."
- 3 Follow**  
on-screen instructions to power up modem and scan Barcode/QR Code (when prompted).
- 4 Enjoy**  
streaming, surfing, shopping, and everything else you love to do online.

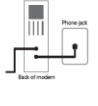


## No Mobile Device? No problem.



- 1 Plug**  
modem in with the power cord. Wait 2-3 mins for power light to turn green.
- 2 Connect**  
one end of green cord to green slot on back of modem and other end to phone jack. Wait 4-6 mins for DSL light on front to turn solid green.
- 3 Connect**  
modem to computer with yellow ethernet cord. Ethernet light on front should turn green within 5 seconds.
- 4 Go**  
to [connect.centurylink.com](http://connect.centurylink.com) to complete setup.

Still having trouble?  
**Give us a call – 855.331.1346**



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